

WEBVTT

1

00:00:03.415 --> 00:00:12.685

I know it's safe and I can rebuild my network. They can do that without having for all the time.

2

00:00:17.304 --> 00:00:20.394

Have you ever take you up laughs?

3

00:00:22.585 --> 00:00:37.344

Two tickets a week and a half for the price laughs double revenue coming in Sydney when you can latch on

4

00:00:40.645 --> 00:00:55.225

to people that last time was like that

5

00:00:57.865 --> 00:00:58.975

was it and they had nothing.

6

00:00:59.335 --> 00:01:00.534

Yeah, that is.

7

00:01:06.864 --> 00:01:07.674

We really have,

8

00:01:07.674 --> 00:01:11.034

you know,

9

00:01:12.685 --> 00:01:22.465

I went last land after.

10

00:01:31.075 --> 00:01:44.515

I think, right I think respond enjoy yourself.

11

00:01:44.515 --> 00:01:57.234

I think it's might be your picture. Yeah, yeah.

12

00:02:07.555 --> 00:02:21.205

Yeah. The research thought that. Well, but that's what you kinda need right now.

13

00:02:30.294 --> 00:02:40.710

Yes, we want to tell you more, but I think that you're still your.

14

00:02:55.615 --> 00:03:09.985

I was going to do that, and I thought I can never get somebody.

15

00:03:15.960 --> 00:03:24.745

Yeah, I love things like magic.

16

00:03:27.960 --> 00:03:42.835

Yeah, you're probably right. Yeah.

17

00:03:42.835 --> 00:03:52.854

Wow. Yeah. I mean, okay, you have an extra.

18

00:04:09.145 --> 00:04:11.905

Laughs,

19

00:04:23.725 --> 00:04:24.264

I don't know,

20

00:04:28.019 --> 00:04:32.485

you know,

21

00:04:32.485 --> 00:04:34.345

we're probably some of them.

22

00:04:37.740 --> 00:04:43.555

Laughs the only way to get across trying to bring this in tomorrow.

23

00:04:44.245 --> 00:04:50.935

So do we have any I don't know to where,

24

00:04:50.935 --> 00:05:01.584

where are you trying to because

25

00:05:12.925 --> 00:05:24.264

lab biceps quite frankly there are other things that you have like a snowflake.

26

00:05:24.264 --> 00:05:24.475

I mean,

27

00:05:24.475 --> 00:05:35.545

I'm surprised I haven't heard yeah,

28

00:05:43.764 --> 00:05:44.125

we put.

29

00:05:47.904 --> 00:06:01.584

We don't have cable yet

30

00:06:10.435 --> 00:06:10.855

morning.

31

00:06:18.834 --> 00:06:25.860

Did you work for him? His second term and then yeah, yeah. Yeah. Okay.

32

00:06:38.250 --> 00:06:50.574

Okay. I went first thing this morning on my husband and my husband.
Britain.

33

00:06:53.879 --> 00:06:59.064

Yeah. Cause I can get like, no, I think maybe.

34

00:07:03.089 --> 00:07:06.384

Did you never know? Do we?

35

00:07:11.904 --> 00:07:12.774

No,

36

00:07:12.805 --> 00:07:27.504

I don't think I don't want to be here right?

37

00:07:30.055 --> 00:07:41.485

Yeah the showers. Okay. We could certainly go last.

38

00:07:47.725 --> 00:07:55.105

So, can you roll me go your testing on that? We can't have you. Totally
understand. Okay. That doesn't mean that.

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00:07:55.105 --> 00:08:01.225

I'm not you have input to offer,

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00:08:01.225 --> 00:08:02.245

please do that,

41

00:08:02.245 --> 00:08:13.764

but it comes to approach myself,

42

00:08:13.764 --> 00:08:13.944

like,

43

00:08:13.944 --> 00:08:23.605

students not voting in the here today.

44

00:08:25.464 --> 00:08:29.334

Dave Anderson table.

45

00:08:29.430 --> 00:08:42.774

The only joints I don't love it other commitments they wanna. Okay.

46

00:08:44.784 --> 00:08:54.955

Clearly you do have a motion. Okay we're gonna go ahead and get started.
Good morning.

47

00:08:54.955 --> 00:09:01.495

Everybody, we are leveraging the new fandangled audio conferencing system
in this conference room.

48

00:09:01.495 --> 00:09:15.684

So, the old Polycom and the awkward Swiss legs, the speakers, everything
sound the feeling you can see little green lights above us. So, if
anybody's having difficulty hearing, especially those of you on the
phone, please let Angela. Know.

49

00:09:16.884 --> 00:09:28.644

So we can try to take corrective action on that. A good morning. John
Weaver chair of the tsp. We have an exciting agenda for a sub sub
committee meeting. Today.

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00:09:28.644 --> 00:09:42.024

We have three agency projects that we want to have presented from the tsp
as well as we are carrying a slew of policy initiatives that we need the
tsp to approve. Unfortunately, over the past couple of months.

51

00:09:42.024 --> 00:09:56.215

We've not yet had the mandatory forum to actually vote upon those and as soon as we'll go through a roll call, and if we have the prerequisite, at least six people that we can have voting on it, we'll go ahead and get those policy initiative. If not.

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00:09:56.245 --> 00:09:58.554

We do believe that a Dave Danner.

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00:09:59.304 --> 00:10:14.034

From will be able to join us at eleven o'clock on the phone and if that occurs and that makes this big well, we'll cut out of the exciting action and go right. The policy, and then get back to regularly scheduled programming. So with that in mind, can we go ahead and do roll call?

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00:10:15.054 --> 00:10:26.845

So again, Jim Weaver Zach, I didn't return. We go forward lying and stuff to the board. Okay. And on the phone.

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00:10:28.075 --> 00:10:30.985

Which problem often.

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00:10:33.235 --> 00:10:36.445

Harry and Scott cherry killer.

57

00:10:39.414 --> 00:10:40.554

Pamela Davis Tagger.

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00:10:45.475 --> 00:10:48.475

The short one. Okay so right. Okay.

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00:10:49.495 --> 00:11:04.495

So as far as announcements go, just a quick announcement before we get to agency status, three, three projects as of January first, we were very fortunate to finally get to some much needed help.

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00:11:05.004 --> 00:11:18.625

And we now have an assistant director Institute area that we'll be really focusing on the traditional aspects of what role was or is as far as statutory goes with the projects project oversight.

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00:11:18.929 --> 00:11:33.414

Some of the things that are upcoming. And I like to introduce Nicole them kinston's. Because I always say Simpson and the great thing about Nicole was that she, in a prior life, she was consulting work for plant Moran.

62

00:11:33.750 --> 00:11:39.625

And as many of, you know, we talked about the study Nicole was actually the author and the architect of that study.

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00:11:40.139 --> 00:11:51.684

So, we're very fortunate to have somebody coming into our environment that kind of knows the environment and is aware of what else they need to be addressed where there there was opportunities where we can do things a little differently.

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00:11:52.049 --> 00:12:05.274

So, we're very thrilled to hook up the firehose tour, you know, get her immersed right away, but we're, we're excited about her being on board and we'll look forward to some great things upcoming. So nicole's here with us.

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00:12:06.414 --> 00:12:21.144

Also, along the lines of our privacy officer, I believe, like I mentioned before Katie Runkle is now on board as our chief privacy officer, as of January one, Katie will actually be coming to the tsp next month to talk a little bit more. I know that represents Hutchins and will sit center.

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00:12:21.144 --> 00:12:30.595

I'm sorry laughs. You guys can argue that. Representative Hutchins is actually a committee on Tuesday.

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00:12:30.595 --> 00:12:42.144

We'll we'll have Katie coming to this committee to talk a little bit about privacy and introduce ourselves to the, the I, tech community as well. So, with that, I wouldn't buy it up.

68

00:12:42.144 --> 00:12:55.320

First is the projects of my marijuana traceability. So the theme to come on up to the, and it is a team enrich where where you at risk? Okay.

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00:12:55.794 --> 00:13:04.674

Bring it up for the rich. I'll let you do the introduction, or okay. As our oversight consultant.

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00:13:07.345 --> 00:13:16.914

Very much the oversight assigned to a liquor can for marijuana traceability project.

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00:13:19.105 --> 00:13:31.794

This is a challenge project effort that is now completing and transitioning to operation is here to provide details of his three status.

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00:13:32.039 --> 00:13:38.274

Plan and with that, I'd like to have the team go ahead and introduce itself.

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00:13:39.414 --> 00:13:53.245

I'm making that the, the deputy director at sales DB, and the executive sponsor. Hi. Stellar and Sophie and we've done the quality assurance for the project.

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00:13:55.554 --> 00:14:07.674

Clearly, I was the project manager for the software starting in February introduction with LTV, the business product.

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00:14:10.284 --> 00:14:22.404

And the chief information officer. Okay, so thank you team for coming and we'll go ahead and turn it over to you and let you go through your material. Thanks for having us. Thank you.

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00:14:23.664 --> 00:14:31.945

I will eleven eight where I have to a lot of it is going on in college.

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00:14:34.919 --> 00:14:49.465

So I have been for ten months. I think it is. And this was a project that I came on board to help support and see the executive sponsor on.

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00:14:49.855 --> 00:15:02.695

I have some knowledge of that beforehand, but there's some other folks. If we have detailed questions, that will be able to respond better to those questions. And I, but there was an initial traceability system.

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00:15:02.725 --> 00:15:05.695

The vendor with a company called bio track.

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00:15:06.085 --> 00:15:17.754

That went live in twenty and the, the idea was tracking system, proceed to sale under the new market.

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00:15:19.674 --> 00:15:32.304

The system did not meet the standards and nor participated in that procurement the system.

82

00:15:33.325 --> 00:15:47.575

Was not scalable or configurable, which means when it started to kinda outgrow, we start out grow capabilities of the system itself. I'm sorry I think the one thing about.

83

00:15:47.634 --> 00:15:59.004

Absolutely. So, when we say that wasn't engaged, it wasn't that they chose not to be engaged. It was the maturity of the agency at the time. They didn't realize there was a requirement for that.

84

00:16:00.384 --> 00:16:06.325

And as you can imagine they were in a hurry to get the system up, given the impending implementation in marijuana also.

85

00:16:07.830 --> 00:16:14.095

Yeah, it's, it's a good point, the timeframe, the pressure of the timeframe to get somebody to go in the market.

86

00:16:15.269 --> 00:16:27.504

Certainly play here the agency to extend the contract with BioTrack and or unsuccessful in doing. So right.

87

00:16:27.504 --> 00:16:34.315

So that was period of time for that system was done. I go offline and needed to have a replacement.

88

00:16:34.315 --> 00:16:48.264

Put in place went through the bidding process for the kind of next vendor and system landed on a vendor called empty freeway and they have a data system of these databases.

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00:16:48.684 --> 00:16:55.794

So, this is, this would be the new thing. It was supposed to be in place and the October, right?

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00:16:55.794 --> 00:17:09.775

So system prior systems goes down in early with two months, I think, of a kind of contingency period, right? Between systems. That was that was the game plan, right?

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00:17:11.664 --> 00:17:25.585

Wherever the violin, right? It takes more than three months to get a system, put into place. Right? And we definitely experience that October deadline lateness.

92

00:17:27.174 --> 00:17:36.565

And the first release was February of twenty then it was scheduled to be completed by December of twenty, eighteen.

93

00:17:36.809 --> 00:17:38.875

That Mark was not met either, right?

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00:17:38.904 --> 00:17:43.440

So to release briefly this February twenty,

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00:17:43.434 --> 00:17:43.765

eighteen,

96

00:17:44.065 --> 00:17:44.305

twenty,

97

00:17:44.305 --> 00:17:44.575

eighteen,

98

00:17:44.575 --> 00:17:46.164

and then the July twenty,

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00:17:46.194 --> 00:17:54.174

nineteen release so it's kind of where it was for the agency over time and that's pretty briefing quakes the office.

100

00:17:54.174 --> 00:18:02.365

So, if y'all have a question, please, so, one of the things, we have to have this project under oversight at the request of the board.

101

00:18:02.365 --> 00:18:14.035

So a lot of times, when a, when the system goes operational, we come to them and say, okay, we're gonna fell out of the oversight and operational system and manage it from here on out in this particular case.

102

00:18:14.035 --> 00:18:22.884

Because the original scope was not delivered and the challenges that we're being faced by the project were to ask us to keep keep a watch on the project for a period of time.

103

00:18:23.275 --> 00:18:37.825

And we have kind of arbitrarily set that at until they reached the intended scope of the system. And, you know, the, the team will now explain how that has, has worked over time and why we're, we're gonna start to wrap up our oversight on us.

104

00:18:39.295 --> 00:18:53.454

So, I'm not sure how exactly the fix him, but I get many many phone calls from retailers talking about the sort of the usability of the M. J.

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00:18:53.484 --> 00:19:03.805

freeway the way that data gets put in that some of the snap who's with it. Do you guys have a stakeholder group of retailers who.

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00:19:04.109 --> 00:19:08.454

You've been working with to perfect it and make sure that it's working appropriately.

107

00:19:10.345 --> 00:19:20.005

We have multiple stakeholder groups, so my team needs a BI, weekly meeting of the integrators. So there's nineteen certified integrator.

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00:19:20.065 --> 00:19:25.525

There's thirty one company participating in that and we need to talk about issues, cost issue.

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00:19:25.859 --> 00:19:39.174

And then we also had a customer advisory board, each relevant business associated association appointed the members represent we had that from the beginning of the planning phase. Okay, perfect.

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00:19:43.045 --> 00:19:52.884

So, currently, where we are is yet a partially functioning system, right?

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00:19:52.914 --> 00:20:05.335

And we experience significant challenges with the release in July of twenty, nineteen, and came to the conclusion. Right?

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00:20:05.335 --> 00:20:10.075

So put some things in place to help deal with some of those challenges support interim policy,

113

00:20:10.440 --> 00:20:12.775
working with human graders on workarounds,

114

00:20:12.775 --> 00:20:16.644
working with licensees on workarounds,

115

00:20:16.644 --> 00:20:23.335
providing online a different manifest systems for those folks who we're having challenges for trying to,

116

00:20:25.224 --> 00:20:36.714
for lack of a better term right plug the holes if you will so that we can support the industry as much as we possibly could make sure we can pull our report for enforcement for the examiners and.

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00:20:39.234 --> 00:20:39.805
So,

118

00:20:40.109 --> 00:20:44.605
it's currently is currently partially functioning,

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00:20:44.605 --> 00:20:45.444
as I said,

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00:20:45.744 --> 00:20:53.424
with the work around with some new workflow with us working closely with industry,

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00:20:53.424 --> 00:20:57.505
to try to resolve issues as they come up.

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00:20:57.990 --> 00:21:08.005
We made the decision and have worked with the on this too, and heard from many, many stakeholders. Right?

123

00:21:08.634 --> 00:21:19.134
A, we're pleased don't make additional changes to this that because when code changes are introduced.

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00:21:20.130 --> 00:21:34.525

Some problems are fixed, more generally introduced and that is highly problematic for the industry. Right? I was there for the release in July and got to see that response and.

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00:21:36.000 --> 00:21:45.654

Industry experience can hear from them kind of first hand. So had a very good sense of the impacts and implications and determine that.

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00:21:45.654 --> 00:21:59.275

That was not something that we thought would be beneficial industry to have to deal with again. As well, as our folks and customers internally to deal with that.

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00:21:59.305 --> 00:22:11.994

So, and looking at that, we entered into the service and maintenance portion of the contract in late December. And essentially that just of that is.

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00:22:12.924 --> 00:22:24.805

No, more planned code releases if there is something that is determined must happen or significant kind of process these and type controls in place in the contract for how that would work?

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00:22:26.575 --> 00:22:38.755

We entered it for a six month, period with an option for, for additional six months, period. The rationale there being we don't want to be kind of in the same place.

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00:22:39.119 --> 00:22:52.585

Where we, where between BioTrack and NJ freeway. Right? So, let's let's make sure have a bridge and that that represents this is a chime a question. Sure.

131

00:22:54.115 --> 00:23:04.734

Thank you. Two questions. First one is, when you say code change is this customization truly new code outside the product, or is this configuration of the product?

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00:23:05.785 --> 00:23:17.815

It is truly customization and when we go through the scope issues that we had there are many lessons learned and many places where we could have done a better job managing.

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00:23:18.240 --> 00:23:32.605

But, okay, the customer I had originally, it wouldn't have needed, but yeah, this was new customization and as the technologist, I just feel compelled to say, typically, those things are predictable, you know, what?

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00:23:32.785 --> 00:23:42.144

What defects are gonna be going out into production. We had a test suite of over to or four hundred test cases, including an additional automated test scripts.

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00:23:42.954 --> 00:23:53.694

And we tested it for eighteen months before we can get it both free. We tested it up until three am when it was released. And sometime between three am when it was testing.

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00:23:54.115 --> 00:24:08.934

And when it was released, and we have assumptions, but we still don't know what happens. And I'm okay, so the risk was that it was unpredictable. We couldn't test it enough to validate what there's might be.

137

00:24:10.404 --> 00:24:11.184

Okay. Thank you.

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00:24:13.375 --> 00:24:20.994

Did you have a second question we cover it now? Sort of covered in. I'll wait for the rest of your presentation. Thank you. Thank you.

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00:24:21.924 --> 00:24:29.964

And then was also built into the amendment under five thousand dollars credit back to the agency.

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00:24:31.884 --> 00:24:35.394

So that's that is the current state of play.

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00:24:37.380 --> 00:24:39.865

Partially functioning system in place.

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00:24:41.275 --> 00:24:44.605

We'll have assurances that we have some,

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00:24:44.664 --> 00:24:57.055

a system in place and we're looking towards what what's next I'm gonna if this one and go back to that?

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00:24:58.525 --> 00:25:13.464

Yeah, the logic and so kind of where we are next is the board itself under the direction of Jane of the chair. Jean has taken on an effort that they refer to as cannabis, two point zero.

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00:25:13.464 --> 00:25:27.744

Right? And the point of that is, hey, we've been doing this, the recreation market for a little over five years. What did we learn or now, only three states I don't have any kind of medical or recreational market, right?

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00:25:27.775 --> 00:25:42.355

So, a whole host of other states has jumped onboard since Washington started. How have we been doing our work? What's our interaction been with with our licensees? And how do we do it better?

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00:25:42.355 --> 00:25:53.694

And in the next three to five years, what do we want that landscape to look like? Right? How should that landscape? Look, it's growing industry, I think, you know, without the hall, it's been eighty plus years so that's that's pretty nailed down.

148

00:25:53.694 --> 00:26:00.984

The cannabis giving it a young age in the industry. There's definitely that kind of thinking needs to be going on. Right?

149

00:26:02.694 --> 00:26:16.734

And part of looking at that landscape is that is traceability what do we really need to be doing with regard to traceability? How do we meet the dates obligations with regard to traceability?

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00:26:16.884 --> 00:26:26.634

How do we support industry with regards to traceability and what have we what do we learn essentially and then how might we look at that differently?

151

00:26:27.119 --> 00:26:41.664

So we started working internally with our chief of enforcement with Kendra with Mary to begin to shape. Alright. What's what might a workflow look like and what are the big important pieces of it? And what things.

152

00:26:43.170 --> 00:26:58.134

Maybe are not so important and I'll be completely Frank, the direction and gate to them was. I don't wanna hear any nice to have. I want to hear what's necessary because the complexity of the, the, the existing system.

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00:26:58.375 --> 00:27:10.765

My opinion is part of the problem. Right? So what is it that we really need and we started shaping that internally having those conversations, we then created a group of external stakeholders right?

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00:27:10.765 --> 00:27:17.815

Because part of it is hearing what they need, how what the agency may, or may not do impact them.

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00:27:17.815 --> 00:27:27.505

What's kind of thing will work best for industry is always for the state and also I want to make sure that, while we're having this conversations, we're bringing both along with us, right?

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00:27:27.505 --> 00:27:40.674

I don't want to to, at some point in time unveil something that is a surprise or something that they don't have knowledge of, and know how to work with, or haven't had some input into. So, we have been working with that group.

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00:27:40.674 --> 00:27:47.515

We've had three meetings at this point. I believe we have three more scheduled that we're really looking towards.

158

00:27:48.390 --> 00:28:03.384

What does traceability need to be? And then what, what are the implications of that for a system? And that would be kind of the next step of this but that's where we are headed with regards to traceability.

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00:28:04.464 --> 00:28:12.984

Are you on? Slide? Twenty one. Nineteen. Okay. I'll wait. Thank you.

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00:28:14.575 --> 00:28:28.164

So, let me ask a question as there are a number of have legalized recreational use, are how, how different are requirements from a state perspective, as opposed to some of the other states across the country?

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00:28:28.644 --> 00:28:42.535

Are we radically different? Are we pretty much aligned? Are these the same issues they're going through? They are having traceability issues not pretty much everywhere, but not necessarily the same issues right?

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00:28:42.535 --> 00:28:55.855

So one of the benefits, the data that came on later is server systems existing and rules could be created to meet magic existing systems. Here it was.

163

00:28:56.670 --> 00:29:04.134

We have, we've got a statute and a rule set and we got to create something that works with that. Right?

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00:29:04.164 --> 00:29:15.684

So that really kind of complicated factors as well so, yes, they're having issues no, not exactly the same issues and no, I've not do that. You're radically different. Okay. Yeah.

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00:29:16.589 --> 00:29:20.335

And pool is pretty shallow as far as a vendor. Sure.

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00:29:20.335 --> 00:29:35.005

In the regulated space across the state, as far as if you look at the, the states have regulated recreational markets there's like, four vendors that are at play and most of them do not have all the functionality that all of the States want to have.

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00:29:35.005 --> 00:29:47.755

And we've had a number of conversations are cross the United States talking between states about what have we learned litres? We've worked with what they're looking for the challenges they face.

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00:29:47.755 --> 00:29:48.984

And so again,

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00:29:48.984 --> 00:29:53.184

when you look at a lot of these software platforms,

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00:29:53.184 --> 00:29:55.404

they often can do one thing,

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00:29:55.404 --> 00:29:56.664

or a couple of things really well,

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00:29:56.664 --> 00:30:08.545

but it's not the full a full suite of what really all of the regulators are looking for when we talk about licensing regulation and all those hundred people that come along with the market started curiosity,

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00:30:08.545 --> 00:30:12.865

supplier community responding then are they are they listening to the challenges?

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00:30:12.865 --> 00:30:24.684

And it's like, it's there from the bigger players. Okay. I had some had some meeting and they're still not quite there.

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00:30:24.684 --> 00:30:32.545

So, they're trying to bridge the gap between a traditional agriculture and Canada and unfortunately the level not unfortunately, for good purpose.

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00:30:32.545 --> 00:30:42.835

But the level of traceability that we need, just doesn't exist, it exists in the pharmaceutical industry but the base logic of those applications assume and even distribution of the formula.

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00:30:43.140 --> 00:30:57.805

That's not the same thing for marijuana. You know, one plants could have drastically different way can be different ways. So I need to be able to track the product. Okay. For the unique vendors for this industry.

178

00:30:57.805 --> 00:31:12.234

Are they under sort of have evolved into this industry? Some other, we're starting to get vendors who are involved into the industry are looking to there's nothing out there yet, but it doesn't require customization from the more knowns players.

179

00:31:13.525 --> 00:31:23.634

The people who are successful with states are the ones that are Mitch to marijuana. But again, it's just they don't fit with our model without heavy customization.

180

00:31:24.474 --> 00:31:33.025

It is the vendor that is but again is the vendor that we chose talked about, taking the customization and making it part of the core product.

181

00:31:34.109 --> 00:31:42.085

That was the original discussion unfortunately, I don't know why I keep using the word. Unfortunately, they actually have abandoned the code altogether.

182

00:31:42.085 --> 00:31:53.184

They now have a platform as a service and then so this code is not going to be and they, they said before it wouldn't it's too specific.

183

00:31:53.184 --> 00:32:06.055

Our QA rules for product testing were implemented in the system it started because we know we're on a short timeline. We were gonna move to just complete compliance reporting model. We started meeting with the integrators.

184

00:32:07.674 --> 00:32:14.244

We just didn't realize how tightly those systems were wound into the state systems and.

185

00:32:15.660 --> 00:32:29.365

So, that, that compliance reporting model wouldn't have worked in that timeframe. We try to we implemented and it cost disruption in the industry. So that's when we started requesting scope changes to try to ease those burdens with the, and with the industry.

186

00:32:29.694 --> 00:32:37.255

And then we added in the QA rules business roles as well and that really complicated the applications. Okay. Thank you.

187

00:32:44.755 --> 00:32:59.005

Yeah, back because let's let us know there were kind of an initial review materials and some specific questions, and we just wanted to incorporate those specific questions and get back to that.

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00:32:59.005 --> 00:32:59.664

But I guess I,

189

00:32:59.845 --> 00:33:01.464

before I did see them or any,

190

00:33:01.769 --> 00:33:07.015

any other questions on kind of where we're headed and the Y,

191

00:33:08.815 --> 00:33:12.325

master the money coming back to the agency from the vendor,

192

00:33:12.805 --> 00:33:15.625

sort of implies that the vendor wasn't performing.

193

00:33:15.625 --> 00:33:30.355

And then it wasn't sort of, on the agency wasn't scope crease kinda like, hey, too many change orders or something. It makes it sound like the agent. The vendor wasn't performing in a way that they were willing to pay up over.

194

00:33:30.355 --> 00:33:38.005

That is that I good assessment of that I to be frank, I was thinking, part.

195

00:33:39.509 --> 00:33:51.474

Yes, and, I mean, usually, the vendors don't pay up unless they wanna keep the bigger contractor, unless they're doing something. That isn't the contract. Right?

196

00:33:51.474 --> 00:34:02.005

So well, I don't need all the details. It was the recount vendor. Yeah. Well, and we've had that trouble on other projects as well.

197

00:34:02.519 --> 00:34:16.014

And it seems also, especially if these are new vendors, standing up new products and the new industry nationally, that should almost be expected. Can you remind me of the scale we're dealing with?

198

00:34:16.014 --> 00:34:30.175

So, how many licenses are you dealing with what's the impact and how many money to the statement? So roughly thirteen hundred licensees that are impacted when we started. I'm sorry that's the original scope. I don't have a numbers now. It's about that.

199

00:34:30.235 --> 00:34:38.664

So, again, there are multiple license ties to the producer processors and retailers and so overall. And this is a rough swag at it.

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00:34:39.054 --> 00:34:49.735

It's about fifteen hundred about four hundred and ninety five retail licenses. And then the bulk of that, the balance made up of the producer.

201

00:34:49.735 --> 00:34:59.454

And processor licenses, and that is a number that is never changing with license sale, change the locations and assumptions. So I just share that. That's slight bit of a moving target.

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00:34:59.905 --> 00:35:07.074

The application also had transporter and lab, even though they're not licensed station and then the.

203

00:35:07.590 --> 00:35:10.855

Money can you remind me of that dollar amounts coming into the state directly?

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00:35:14.574 --> 00:35:26.485

For the size of the industry and over time five million dollar investment in project, right? Yeah, absolutely. Yeah, it's three hundred million a year, but that doesn't include the.

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00:35:30.000 --> 00:35:40.014

Which is, and then, is there any is there any worry from vendors about federal risk?

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00:35:41.545 --> 00:35:52.164

And this is part of why we haven't seen bigger vendors, get into niche markets. They're starting to see opportunity. And so, even we are planning for interstate commerce in the technology.

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00:35:52.164 --> 00:35:57.144

And and how we can make that work so that but for instance, so systems within the global IDs, don't.

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00:35:58.829 --> 00:36:06.594

Crashing to each other aren't duplicated across states, but yes, it was it was a serious issue with the Microsoft of the world and.

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00:36:08.215 --> 00:36:13.434

Okay, great. Thank you. The follow up questions.

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00:36:13.434 --> 00:36:27.954

There is a question about revenue and forecasts compared to actual revenue realized was actually sales and revenue generated have outpaced that the original

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00:36:27.985 --> 00:36:36.445

projection and the forecast has been revised upward with regard to revenue channels.

212

00:36:38.155 --> 00:36:48.505

There's also a question with regards to the black market, legal sales and the comparisons to California, California is regulated.

213

00:36:50.364 --> 00:36:57.264

Pretty differently as well, right? So, we're over making.

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00:36:57.630 --> 00:37:09.925

It's an interesting combinations where local government will the authority and power more than the state with regards to that regulatory structure.

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00:37:09.925 --> 00:37:10.434

So,

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00:37:12.414 --> 00:37:20.394

our perspective is the regulatory structure and system in Washington state is much more robust and therefore,

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00:37:20.425 --> 00:37:28.885

we don't have the kind of same level of challenges that they have in California with regard to black market.

218

00:37:31.525 --> 00:37:44.574

I mean, Washington state was one of only fourteen States or control state at once. But, I mean, like, that's sort of our tradition is to have a more highly regulated market over these kinds of product.

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00:37:45.474 --> 00:37:56.065

That doesn't seem to be a lot of things that are. And the board's sort of general Rick reminded us the other day.

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00:37:56.369 --> 00:38:06.804

We actually established, we had to Colorado, and we're going at the same time. We establish the framework for regulation even before provided memo.

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00:38:07.614 --> 00:38:18.385

So we were really had to do it the way. We traditionally do. And we did it correctly. The call memo took a lot of what we were doing.

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00:38:18.385 --> 00:38:27.594

It's just now it's time to re, look at that and it's a different place now that it was.

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00:38:30.085 --> 00:38:33.684

I I feel that need to correct the record a little bit yeah.

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00:38:34.434 --> 00:38:47.364

As the author of fifty, fifty, two and working also on twenty one sixty three with Rubin Carlisle we actually use the whole memory, ma'am Cole memorandum as the foundation.

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00:38:47.909 --> 00:38:54.985

So, what we didn't worry about this. No, I, the reason that I think it's important to mention is that.

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00:38:56.340 --> 00:39:01.675

First of all, I think we all have to be using the same information and the correct information.

227

00:39:02.094 --> 00:39:15.054

But the second reason is that as the with the replication of the call memorandum, it's important for us to point out that ours is actually based on really sound policies that existed in time.

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00:39:15.625 --> 00:39:29.574

So, I'm pretty sensitive about that. And it may not mean a D*** thing to anyone else in this room. And I recognize that but I think it's really it, it was so foundational to what we created when we created this mark or this.

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00:39:32.605 --> 00:39:39.175

Yeah, there's nascent industry and so I, I wanna fall to be mindful of that. No, I really appreciate it. Thank you.

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00:39:41.335 --> 00:39:55.675

There was a second question with regard to who is bearing the unanticipated of the projects. The agency has been covering cost with vacancies, saving that.

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00:39:55.704 --> 00:40:10.224

They have had built over the there was an additional additional fee one time in twenty eighteen, which covered some of the project expenses.

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00:40:10.255 --> 00:40:21.235

We have not come back to licensees, Jasper and a additional fun clearly either has been in impact and cost to licensees. Right?

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00:40:22.110 --> 00:40:28.855

And that to be completely, Frank was came into a big part of the decision making about where do we go next? Right?

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00:40:28.855 --> 00:40:29.755

And the question is,

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00:40:30.030 --> 00:40:39.864

what is what is going to be least disruptive to the industry at this point in time because we're cognizant of the impact to them both kind of,

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00:40:39.864 --> 00:40:42.414

from the practical perspective as well,

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00:40:42.414 --> 00:40:44.304

as from fiscal perspective.

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00:40:44.670 --> 00:40:58.585

I know that there were a couple of the associations is the surveys of their membership that can we show a range of potential office and just kind of a different.

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00:40:59.454 --> 00:41:08.425

Across the spectrum really right? Within the zero to ten or ten to twenty what the, what the fiscal impact was to different licenses.

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00:41:08.514 --> 00:41:18.025

So, as I said, that was a key part of kind of where we headed and how we are going about doing that.

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00:41:18.869 --> 00:41:24.385

I want to make sure that those those both are actively part of the conversation.

242

00:41:27.925 --> 00:41:41.784

Let me ask another question about the amendment eleven. Yes. It seems like kinda like a everybody freeze. Yep. Right like, hey, let's get what we got going. Yes. We're coming into a legislative session next week if the legislature decides to change policy.

243

00:41:42.630 --> 00:41:48.264

I don't know what expand and grows pull back on a number of retail, like, whatever it is.

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00:41:49.590 --> 00:41:52.434

Is that how will that affect that agreement?

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00:41:53.369 --> 00:42:01.525

With the vendor for this sort of six months show up or whatever, whatever you're calling it internally. Right right.

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00:42:02.184 --> 00:42:14.275

So, if Alicia decides to do something, especially if you're making some of these rules into the code, that worry legislators, because that's gonna increase the cost.

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00:42:14.335 --> 00:42:26.304

So, how does that interact with the legislatures desire to make policy and the code, and the vendor and the attempt by the agency to get things put in place.

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00:42:27.780 --> 00:42:30.744

There is, I mean, there is space and then you can.

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00:42:32.155 --> 00:42:42.445

If I'm if I say something that you disagree based on the contract to West to make changes,

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00:42:42.719 --> 00:42:45.954

but it would be,

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00:42:46.255 --> 00:42:56.755

it would definitely be a challenge significant challenge for my team in developing part of the workaround or reporting pressures that we can take for our website or other,

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00:42:57.505 --> 00:42:57.715

you know,

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00:42:57.715 --> 00:43:00.175

online to work for and it's not.

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00:43:00.989 --> 00:43:15.355

It's not convenient for licensees, but we can get the information that we need. So several hundred pieces of products were impacted by a bug and it wouldn't allow manifest, transport manifest to be created.

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00:43:15.355 --> 00:43:21.954

And so, my team put up a, a workaround manifest reporting. So, our goal is to make sure the product is moving in that.

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00:43:21.954 --> 00:43:32.605

We have the data that we need to make a visit if we need to, or to trigger an alert or further investigation. It's not where we wanted. It's not a convenience.

257

00:43:33.324 --> 00:43:47.034

It's not, we're working, but it gets the data in so we'll continue to work on that. We have things that we've been working on just in case. And so any fiscal notes on a policy proposal will reflect that amendment eleven restrictions or.

258

00:43:48.179 --> 00:43:50.364

Constraint probably,

259

00:43:50.394 --> 00:43:51.085

yeah,

260

00:43:51.144 --> 00:43:52.284

if we choose,

261

00:43:52.530 --> 00:43:52.739

so,

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00:43:52.945 --> 00:44:00.925

Mary point to there might be alternate alternative ways to get the information required by the policy change,

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00:44:00.954 --> 00:44:06.090

and that we would then implement that would reflect that.

264

00:44:07.135 --> 00:44:08.454

And that's currently in our process.

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00:44:08.454 --> 00:44:08.574

So,

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00:44:08.574 --> 00:44:23.454

we've had some pretty proud that we've been analyzing that have an impact to traceability and we're considering the workaround rather than the cost for implementing this change within words around not a long term sustainable

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00:44:23.454 --> 00:44:23.965

solution.

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00:44:23.994 --> 00:44:29.094

Yep it's not. So, you should probably put both into physical. That would be my suggestion.

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00:44:30.985 --> 00:44:44.545

Well, I think we're anticipating what will happen with the traceability two point zero and we'll be looking for for me that is because we, the platform that they have is much more detailed.

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00:44:44.965 --> 00:44:59.304

I think, but we would certainly include for future ongoing costs as well. And that would include something that would impact the platform. We're bringing on some platforms for other purposes. I'm looking into able to leverage. Okay. Thank you.

271

00:45:03.054 --> 00:45:11.605

Yeah, I think part of part of the conversations we've been having internally as well as the stakeholders is a system. That is more adaptable.

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00:45:11.605 --> 00:45:18.625

Right said if you were to if events were to take some sort of action that you would be able to respond to that.

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00:45:18.900 --> 00:45:22.344

If the legislature creates the new policy,

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00:45:22.344 --> 00:45:23.485

or half of the different law,

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00:45:23.485 --> 00:45:33.655

you would be able to respond to that in fairly fashion or more importantly is the yeah,

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00:45:35.394 --> 00:45:36.295

I'm going to send that over.

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00:45:37.320 --> 00:45:52.224

Well, it opens up our horizons to other vendors who would participate and those vendors are starting to come on. Now it's just so, sometime between before their products would be available, but they are interested now.

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00:45:52.255 --> 00:45:58.554

So, I think some of the legislation is passed federally has removed and that's for a couple of years. So there's a.

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00:46:01.914 --> 00:46:13.974

I don't know if I mentioned the actual company names Arizona avoiding it. Good cost. Yeah. Yeah. Let's move onto the project lessons.

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00:46:18.414 --> 00:46:18.744

So,

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00:46:19.644 --> 00:46:20.275

Julie rich,

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00:46:20.275 --> 00:46:34.554

and I are actually the only staff engaged in the projects that I've been here from the beginning and so I volunteered to go to the lessons learned and then Kendra has been an amazing business sponsor incredibly engaged.

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00:46:34.585 --> 00:46:45.085

And Megan has also been incredibly engaged. Sinclair has brought regroup to the project. That was much needed. So they're gonna be adding onto any detail meet or if you have questions.

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00:46:45.114 --> 00:46:57.175

But unfortunately you'll have to hear so many lessons learned as you can imagine. I am proud to say that a lot of the lessons learned, we corrected and rude.

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00:46:57.324 --> 00:47:10.885

So, these are not things that are so not a lot of these things are still issue for us, but we're sharing and worth noting the changes that we made

to the future projects into our overall operations because of the lessons learned.

286

00:47:11.155 --> 00:47:25.434

And I think it is important to point out that is not just our projects approach that has changed. It really has had a significant impact on the way that our organization of that business innovation, technology, innovation, and projects in general.

287

00:47:26.184 --> 00:47:37.614

So, I think all of us would agree. The biggest root cause of the issues that we're facing is the decision that we made in the very beginning, the reactionary decision.

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00:47:37.829 --> 00:47:47.454

To move forward with the replacements there were a lot of things that were coming together we had constituents and licensees that were unhappy with the existing solution.

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00:47:49.164 --> 00:47:53.815

There were some vendor management issues and there were some relationships, the damage that was occurring.

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00:47:55.585 --> 00:47:58.375

And then when legislation started coming on board,

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00:47:58.375 --> 00:48:02.994

and that vendors couldn't provide changes in time for it to be implemented,

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00:48:03.505 --> 00:48:09.025

be implemented and they push back on wanting a change of negotiation to the entire contract,

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00:48:09.025 --> 00:48:09.175

which,

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00:48:09.175 --> 00:48:09.324

as,

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00:48:09.324 --> 00:48:09.835

you know,

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00:48:09.894 --> 00:48:13.105
in our state would trigger competitive procurement.

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00:48:13.675 --> 00:48:17.784
So, we went ahead and move forward with that procurement.

298
00:48:18.775 --> 00:48:33.534
And probably not something that we should have done and so the avoid reaction reactionary decision making has been our calling card as a project for probably the last two years we tried very hard with every action to

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00:48:33.534 --> 00:48:40.554
get together and talk about the risks she was the constituents into the licensees as well as to our internal operations.

300
00:48:41.664 --> 00:48:51.204
So we're taking into account stakeholder concerns and vendor push back an internal pressures, but we're really letting that risk analysis drive.

301
00:48:51.204 --> 00:49:00.114
Our decision making the other lessons learned is, don't tell your vendor that you're going to competitively procure something until you get a contract extension.

302
00:49:01.465 --> 00:49:15.144
I've never had a situation, just as an observation where the vendor didn't want to participate in that competitive procurement. When identity at the time. I had that phone call, because we're trying to have a very open relationship with a vendor.

303
00:49:15.420 --> 00:49:28.614
It went sideways very quickly. They dug in their heels, they refused to entertain any extensions. I mean, exorbitant I think I, I, I don't have the numbers in front of me, so I don't want to close them, but so, yeah.

304
00:49:29.005 --> 00:49:33.684
Get that extension before you competitively procure something be realistic.

305
00:49:34.380 --> 00:49:44.094
We, if all things had gone correctly, the three months would have been really tough.

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00:49:45.239 --> 00:49:55.974

If all things have gone, there are so many different factors, and the success of the business, the traceability business that weren't considered.

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00:49:55.974 --> 00:50:07.675

And so, part of the lesson learned is also just be really think about the factors that are contributing to your effort, save time for planning. We were planning as we went because of the time constraints.

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00:50:08.039 --> 00:50:20.724

So, and just so, you know, these are all hills that I die on. Now laughs. What do you have left? Laughs? I'm getting pretty warranty.

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00:50:22.735 --> 00:50:31.585

Don't and don't move beyond planning until there's universal agreement on. I'm very serious in fundamental things, business objective halfway through the project.

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00:50:31.585 --> 00:50:44.394

We were passing each other the questions, but what really is fundamentally the purpose of this who should own this application those are never questions that I had the wanna have in the middle. Right? Those are things that should exist before I'm brought into it at all.

311

00:50:44.849 --> 00:50:53.755

So product ownership definition of key terms. We didn't have an a state definition for traceability within our organization.

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00:50:54.835 --> 00:51:09.625

It's just, it's for me, that is just indicative of how fast and furious things within the industry are changing and the regulatory ancestry, and just in the market, so functional and non functional requirements.

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00:51:10.735 --> 00:51:14.034

We, because of time constraint did them siloed. So we didn't.

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00:51:14.309 --> 00:51:28.434

Bring them together and have him discussed their, their functional requirements never do that again. So go back to the old joint design approach priority of scope, schedule, budget and quality.

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00:51:28.614 --> 00:51:41.965

I think this is something that we always face as state agencies is, if the quality of the application is really the, the first thing that we

need to leave room, we can expect schedule and budget to flex but we need to leave room for that.

316

00:51:41.965 --> 00:51:52.945

And be serious about what the priority is and like, many projects that they all were priorities, which means none of them were priority and procurement approach project management approach.

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00:51:53.094 --> 00:52:06.894

And crucially, in this case vendor, management approach, we had at every provision that you could possibly imagine in that contracts to protect the state. What we forgot was week this was not a situation where we could.

318

00:52:08.820 --> 00:52:12.594

The vendor accountable and terminate the vendor in the middle the effort,

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00:52:13.764 --> 00:52:26.605

and you don't put provisions and your contracts that you cannot refer the project according to this this is batch another question on.

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00:52:27.715 --> 00:52:37.465

Thank you universal agreement. How many people isn't that universal agreement is not a huge group or is it like less than less than a dozen.

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00:52:40.494 --> 00:52:50.965

Essentially as lesson, it doesn't it says the sponsors and and for the organizational agreement, it's licensing enforcement finance and the examiners. Okay.

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00:52:51.690 --> 00:52:59.545

Because what I found is, if you literally want agreement all these things, you can literally bring the project to a halt.

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00:53:00.534 --> 00:53:04.554

If you change the work to universal understanding on all these things.

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00:53:05.514 --> 00:53:14.664

Then you can keep going does that make sense and that was one of the lessons too. I think Mary's reflecting is agreement.

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00:53:14.844 --> 00:53:21.204

Maybe the better term internally today agency, but the system has so many stakeholders.

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00:53:21.420 --> 00:53:33.684

So that has been a thing that we've talked a lot about is making sure that the purpose and use the state system is really clear, because of how many stakeholders interact with it. And it cannot be all things to all people.

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00:53:33.954 --> 00:53:36.625

It is not possible for a software platform to do that,

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00:53:36.835 --> 00:53:45.474

because we need to get really focused again about to megan's earlier point about what does it need to do for the state and then yeah,

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00:53:45.925 --> 00:53:48.324

we should all those other ancillary pieces,

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00:53:48.324 --> 00:53:54.655

but it really can't operate in portions of the market and actually be stable.

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00:53:55.885 --> 00:54:08.815

No, thank you. So, we didn't have much money for this project and so we made the mistake of having a one person project management office.

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00:54:09.269 --> 00:54:22.014

And this is probably the, the project with the least amount of budget that I've ever had the highest amount of risk, and we should have spent the money. And then after the beginning we did it again.

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00:54:22.434 --> 00:54:34.735

And I think that works out well, with claire's leadership. And her team was helpful and something that we would have benefitted from in the beginning. But when the budget, they're small in the software cars, the costs are large.

334

00:54:35.730 --> 00:54:44.844

You have to make choices, and we just make any questions about the planning phase before I move on.

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00:54:48.239 --> 00:54:59.755

Okay, so, for us to be willing to start over, we realized early in the process that they were issues with requirements that there wasn't that agreement.

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00:54:59.755 --> 00:55:05.335

And rather than stopping the process we were we felt that pressure the political pressure to keep going.

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00:55:05.335 --> 00:55:17.784

So, we tried to build the airplane well, in place, improve the proposal process, because we were afraid of legal action, or we were protecting ourselves against legal action.

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00:55:19.764 --> 00:55:33.264

The agency made a choice to do a blind procurement, which means that the evaluators didn't know the companies that we're proposing and so all of that was redacted in the product names and the ancillary products were all redacted other technologies. I can tell you.

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00:55:33.264 --> 00:55:42.144

It's very difficult to analyze something based off of a proposal. If you don't have that information, because can connect the dots.

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00:55:44.190 --> 00:55:57.054

So that was, that was a huge lesson, learned for us provide adequate time for the procurement procurement and testing. That's always where people try to scrimp on the time. And those are the two areas you should never script on the time.

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00:55:57.085 --> 00:56:06.594

So, in essence, we're seeing that people are checking each other and saying, you know, I don't think this is right so, let's, let's delay. Let's push this until we are all comfortable with it.

342

00:56:07.050 --> 00:56:20.034

And that's really exciting for me to see we conducted a workshop and then we call them implementation workshops where we review all the provisions within the contracting. And so that the vendor can understand the lesson we've learned.

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00:56:20.034 --> 00:56:28.525

And what we're gonna start implementing is doing that before the so that if there's any difference in interpretation of the requirements,

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00:56:29.099 --> 00:56:29.755

we know with them,

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00:56:30.744 --> 00:56:33.414
and then improve contract negotiation strategy,

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00:56:33.445 --> 00:56:35.184
I know I think we're short on time.

347
00:56:35.184 --> 00:56:46.945
So, I don't wanna get too much in the weeds. So if you have questions,
please so, procurement for, which is our systems modernization project it
was completely different.

348
00:56:47.039 --> 00:56:53.005
We have a very strong vendor manager contract manager. We have a great
project management team.

349
00:56:53.755 --> 00:57:08.454
We have great support from the attorney general's office and so we've
created a team that's really all the project management again, just
resource that project management office be clear on which internal
standards must be met.

350
00:57:10.045 --> 00:57:20.454
One of the things that operationally I've taken from this is I'm used to
saying, okay, I want to trust the vendors. So what processes they have so
moving forward my software development life cycle standards.

351
00:57:21.114 --> 00:57:26.335
Our documentation standards are requirements, solicitation standards.
Those will be used.

352
00:57:26.335 --> 00:57:31.284
So that my team can inherent and operate the system and then our
stakeholders,

353
00:57:31.284 --> 00:57:33.445
internal customers get used to a process,

354
00:57:33.445 --> 00:57:38.965
and they know what to expect maintain a detailed physical schedule,

355
00:57:39.355 --> 00:57:40.164
physical schedule,

356

00:57:40.195 --> 00:57:41.514
measured against baseline.

357
00:57:41.574 --> 00:57:43.045
We've struggled with scheduling.

358
00:57:45.025 --> 00:57:59.184
Just my own, so, Box seems to be a locked arch, but it's so critical to the project roles and responsibilities. We learned their incorporate resource budget, risk reports and a steering committee meeting.

359
00:57:59.215 --> 00:58:13.614
This is fairly standard. But again, because of time we stopped doing that. We brought it back up executive sponsor. I can't tell you how Megan has been so engaged.

360
00:58:15.385 --> 00:58:25.344
He understands and, and follows the project management and governance process. She meets with Claire all the time.

361
00:58:25.885 --> 00:58:38.664
She meets with each of the sponsors all the time, and she really has the agency and the state objectives in mind. It's not necessarily about the success of the project. It's about the success of the agency and the mission for the constituents.

362
00:58:38.664 --> 00:58:50.789
And that really keeps everybody moving in the same direction. I think there's good point too about agreement versus understanding. Yeah. Someone who's ultimately, we say it was saying, calling the shots, but saying we're going. Exactly.

363
00:58:50.784 --> 00:58:55.914
And it's clearly articulating what that vision is and assigning thing if your job to get it done. Yeah.

364
00:58:58.014 --> 00:58:58.945
And vendor management,

365
00:59:00.114 --> 00:59:07.074
so assign a person to be the contract manager traditionally,

366
00:59:07.105 --> 00:59:13.164
that has been the executive sponsor or someone within that.

367

00:59:13.860 --> 00:59:23.574

We learned that it needs to be more weedy in terms of contracts. They need to know that contract. They need to know the law. And they need to not be afraid to have those daily conversations with the vendors.

368

00:59:23.574 --> 00:59:31.554

So, those issues don't become big issues don't sacrifice standards, the sake of expediency actually right.

369

00:59:31.554 --> 00:59:40.255

The vendor management plan, update it, like, you would any other plans, and then don't forget to leverage the contract. Don't right. Run that you're not going to.

370

00:59:41.244 --> 00:59:47.215

And if you haven't important, looking for is the contract management component to the pmo.

371

00:59:48.744 --> 01:00:01.525

I don't have a question while you were talking about it you're gonna, you know, create a pmo. We are gonna so not an enterprise pmo. We don't have that yet. Okay. For the projects. We have it.

372

01:00:02.485 --> 01:00:16.405

The our vendor manager is actually our contract manager because of how critical that is and then he will be working directly with Claire and with Megan and so there's a dotted line relationship there but he reports to CFO,

373

01:00:16.679 --> 01:00:18.264

but he's considered in the governance.

374

01:00:18.264 --> 01:00:28.045

He's in the pmo organizational chart, he's just non member of the pmo. If that makes sense. Yep. Got it small agency problem.

375

01:00:30.954 --> 01:00:42.054

So, again, we talked about scope earlier, just be very clear on so the objective and the connection that SCO has to the mission of the agency stakeholder management. We have to be.

376

01:00:43.375 --> 01:00:56.875

I was impressed with the effort put towards stakeholder management even before we went to a legislature, the we had that customer advisory, the lesson that we learned as we were not clear about their role and we didn't enforce that role.

377

01:00:57.360 --> 01:01:08.934

And we didn't do a very good job of communicating with them. They would advise, we would make decisions and we didn't come back and say, Here's a decision. That was made based on that advice. And now, Here's what we need you to do with that decision.

378

01:01:08.965 --> 01:01:16.494

So, and we're looking at different ways of incorporating external input into the operations.

379

01:01:16.494 --> 01:01:26.425

So, for instance, I'm building out a new changes by advisory board, and I proposed having external integrators as well as licensees represented on that board.

380

01:01:26.454 --> 01:01:35.784

So, it really another example of how it changed the operations and then Megan is brought a much deeper in the level of engagement with constituents. I mentioned you and others.

381

01:01:38.335 --> 01:01:51.684

ocm, it's not just communications and we learned that so just have it early. Invest in it. It really is critical, especially when you're having a big change.

382

01:01:53.429 --> 01:01:58.675

Just one comment on that experience if you do that first. Right?

383

01:01:58.675 --> 01:02:08.724

And I love the self criticism that you are going through here, that shows being vulnerable, makes it better, but change management, not just organizational change management.

384

01:02:08.724 --> 01:02:19.494

But change management practices is the core for any projects with this level of dependencies and stakeholders. I think you will probably get a lot of these issues that happened to.

385

01:02:24.269 --> 01:02:33.894

So, what was the impact shape the decisions related to the current facility so amendment eleven is a direct result of all of the lessons learned with each release.

386

01:02:33.894 --> 01:02:41.034

We did that risk analysis and with the last release, we decided based on risk, we need to be in a state in an operation.

387

01:02:44.070 --> 01:02:58.585

We have a ton of lessons learned over seriously, two hundred and thirty lessons learned that are being applied to system modernization projects. We take lessons learned very seriously. And that will continue on moving forward.

388

01:02:58.824 --> 01:03:12.925

I talked about the agency wide focus that this has changed on the benefits of independent quality assurance, the relationship with the, the importance of, and why that matters to business. There's been a lot of organizational change.

389

01:03:14.965 --> 01:03:27.324

We've talked about. Oh, I didn't even touch on this and I will dispitely the the development of the, the relationship with these commercial integrators if unique in the state we don't have an association that they go through.

390

01:03:27.565 --> 01:03:34.704

It's just that and it started out really rocky. We learned the important role they played in the industry.

391

01:03:35.454 --> 01:03:44.065

They became familiar with what we need in one and there's a great collaborative relationship right now and that's gonna continue on past the project.

392

01:03:46.554 --> 01:03:59.664

And exit strategy, so our new practices, every contract, every project strategy yeah. Even if it's ugly even if it's not convenient, it's cheap.

393

01:03:59.909 --> 01:04:03.445

If it's something that will stabilized operations, you need to invest.

394

01:04:06.684 --> 01:04:15.085

And I did provide information on some specifics of how we're doing FMC differently. I don't know if we have time to go over those.

395

01:04:15.085 --> 01:04:23.125

And, and we can have you back whenever you want to.

396

01:04:26.369 --> 01:04:27.355

I'm happy to do whatever.

397

01:04:30.599 --> 01:04:41.005

So, is that so what was the board members? Like? Would you like them to go through kind of how this other equally vital project to the agents how they're applying them? I know.

398

01:04:41.005 --> 01:04:54.474

From RV we have seen will change and how they approach and and operate and our applying these lessons to them for this project. Interesting. Sure.

399

01:04:55.764 --> 01:05:05.965

Well, here so our licensing system was written before I was born and I'm not being sarcastic.

400

01:05:09.445 --> 01:05:22.945

We don't have a mechanism for any licensees or cannabis to have insight into their licensing process to upload things directly to us.

401

01:05:22.945 --> 01:05:29.574

There's no online service available there and it's having a significant impact on their time to service and our operations.

402

01:05:30.114 --> 01:05:30.835

And so,

403

01:05:31.315 --> 01:05:33.204

since I for four years,

404

01:05:33.625 --> 01:05:36.684

we've been working towards the systems modernization project,

405

01:05:36.684 --> 01:05:39.025

which is taking thirty eight disparate applications,

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01:05:39.235 --> 01:05:45.385

and putting them in a single licensing and enforcement application where those two divisions can share information is really a case management.

407

01:05:46.074 --> 01:05:58.914

And it will be the heart of our business in terms of important to the operations of the agency. It is the perfect traceability. And so we've been, we attempted it.

408

01:05:59.425 --> 01:06:05.005

Had an imagery vendor, a very small budget, and it wasn't successful.

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01:06:05.005 --> 01:06:14.724

So we made a choice to stop the project lessons learned and we've been regrouping waiting for traceability to stabilize but also, just to make sure that all of those bases covered.

410

01:06:15.179 --> 01:06:15.954

And so,

411

01:06:16.434 --> 01:06:17.094

for at the point,

412

01:06:17.094 --> 01:06:17.394

now,

413

01:06:17.394 --> 01:06:18.114

where we're,

414

01:06:19.855 --> 01:06:21.715

we have a software platform,

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01:06:21.954 --> 01:06:23.275

so highly configurable,

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01:06:24.054 --> 01:06:35.364

something that is passion maintains not by us with the proven vendor and we're in the process of procuring integration services off of a national master contract.

417

01:06:35.364 --> 01:06:40.525

So, we are actually doing it an Q based on that. So we're not just selecting someone.

418

01:06:40.525 --> 01:06:54.114

We want to see the best price and the best service and that will be wrapping up around February and we're hoping to initiate the implementation portion of the project in March. So, what's the total cost of that?

419

01:06:55.050 --> 01:07:09.804

So that it's currently we're appropriating approximately eight point four but estimated project is probably about four million more so we have about fifteen, right about now.

420

01:07:09.925 --> 01:07:10.735

So Yep.

421

01:07:11.965 --> 01:07:12.625

Yeah, okay.

422

01:07:13.764 --> 01:07:13.945

Yeah,

423

01:07:15.355 --> 01:07:30.085

I hit last regular we figure out a

424

01:07:30.925 --> 01:07:31.585

million lines,

425

01:07:33.144 --> 01:07:33.385

right?

426

01:07:33.385 --> 01:07:48.085

Yeah, exactly. And then, what's the timeline on that? Just like a two year project or five your first twelve to eighteen months? Well, we'll drop the project down into three separate phases. So that we could get the biggest bang for our costs.

427

01:07:48.114 --> 01:08:02.815

So fast. So, phase one, we're shooting to go live in twenty, twenty one, two, two of twenty, twenty one and then a phase, two, twelve months later and phase three, six months after that.

428

01:08:03.329 --> 01:08:16.529

And those are conservative estimates, and you're calling us over your modernization and Mrs court is the entire you take your costs a

modernization. Yeah. I'm not applying this in the governor's budget proposal.

429

01:08:17.994 --> 01:08:29.034

Well, it was approved. Yeah. Appropriated last indicated. Send it. Okay. Okay. Thank you for the reminder. Interesting. I guess so.

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01:08:29.454 --> 01:08:36.625

In light of a small shop small staff, any concerns with.

431

01:08:36.989 --> 01:08:51.595

Traceability stabilization, any whatever cannabis tonight brings along and then, are you are you are we gonna look at conflicts where we don't have a repeat of past lessons where we're making decisions? Because we are very conscious.

432

01:08:51.774 --> 01:09:03.864

Okay. So we're gonna have a conflict, but we're doing everything. We can to mitigation. Okay, so we've, we're doing so my shop does a weekly work estimate versus actual.

433

01:09:04.854 --> 01:09:19.435

We're tracking how much time we're projecting and then we're using and so, and trying to do that and working with Claire and enough advance, whether we can get on additional resources as needed. We made assignments based on risk, reducing risk.

434

01:09:19.465 --> 01:09:30.595

So that we have a backup and a primary for everything, so if some person has done an emergent operational issue, then we can bring it over but we're also going to be staffing the projects with the vendor enough to cover.

435

01:09:31.494 --> 01:09:43.944

So the only thing just and I know Mary, you probably already get this in your calculations, but there's gonna be some significant work coming with one Washington. It's probably gonna backup the doorstep as well that may or may not be in your forecast yet. Just.

436

01:09:45.359 --> 01:09:48.534

Yeah, don't lose sight of that. I'm not losing sight.

437

01:09:50.520 --> 01:10:04.524

Interestingly enough, we don't have any integrations with any of the one Washington stuff I need to get them. So that's it's gonna be more than

decommissioning and migrating. So we are okay. And it's in our roadmap. Okay. Just a different impact than I thought we would have.

438

01:10:10.074 --> 01:10:16.494

So, just one of the things is so it's very pointed out the was involved in this too. So we need to look at.

439

01:10:16.494 --> 01:10:20.395

How could we have sure enough our,

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01:10:20.484 --> 01:10:22.404

our roles provide more support I think,

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01:10:22.404 --> 01:10:22.824

for me,

442

01:10:22.824 --> 01:10:37.765

the vendor management issue is key and we have this on other projects as well where the agencies fighting the battle with with their vendor is what's the effective ways of others can get involved to add

443

01:10:37.765 --> 01:10:41.305

pressure and do something to to work.

444

01:10:41.545 --> 01:10:51.835

And I think the got sucked into the vortex of the time. Sensitivity was the initial system and the other and, and we shouldn't have right I mean, we should have.

445

01:10:53.034 --> 01:11:06.295

Offered some way to provide some support with biotech and then, and then as life has gone on with was empty freeway to some other ways to support with that. Because that's the variable.

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01:11:06.295 --> 01:11:09.145

That was kind of uncontrollable. We have seen.

447

01:11:10.979 --> 01:11:22.074

The agency step up and a lot of ways around some of these other lessons learned and, you know, we have done things in a more consultative way to get some of that earlier.

448

01:11:22.074 --> 01:11:36.114

I think those are those are all things that we need to look at internally for, but also just for other projects that we have under oversight and see how we can not enable or create situations.

449

01:11:36.114 --> 01:11:45.414

And that's just that on your comments. I know from my conversation with Mary, there is a traceability matrix. There are test scenarios, positive, negative, tied back to business function.

450

01:11:45.444 --> 01:11:51.685

I mean, I know that her team has it, I think to start off in a house of cards is the problem. Yeah.

451

01:11:53.789 --> 01:12:08.185

The going forward I have nothing, but confidence is how do we get there? Yeah. How do you get off your house of cards to, you know, right to the brick house? I always try to look at the silver lining and that the improvement in a relationship between.

452

01:12:08.755 --> 01:12:16.465

So he wasn't invited to participate in the BioTrack contract at all. And that was before any of us worked there.

453

01:12:17.545 --> 01:12:31.494

So, the silver lining of the project troubles that we've had is that we have operations and technology within. Do you have a much closer relationship? We're partners in the development of the business transformation my relationship with.

454

01:12:32.939 --> 01:12:47.005

It's not just now focused on it. Megan has a relationship with the, my business and my project managers. They know the so I think that is the silver lining we need to look at and that the tightening of those relationships helps us solve the problems.

455

01:12:48.114 --> 01:12:54.864

The other kind of what we're we're seeing is increasingly cool thing is the legislature provided funding for four additional,

456

01:12:55.710 --> 01:12:55.944

you know,

457

01:12:55.944 --> 01:13:05.034

kind of almost risk oriented project managers and we have one associated with s amp P the idea being for the data sending projects just keep them on track,

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01:13:05.034 --> 01:13:05.215
right.

459

01:13:05.215 --> 01:13:20.185
To help help the agency work through risks and issues that pop up because they're gonna get and to have resources available to them. And so this is the project where we've, we're dispatching one of those folks to support them just in their startup activities. And then we'll.

460

01:13:20.550 --> 01:13:28.675
Will be able to deploy that at a distance as I go through that project. We're looking. Yeah.

461

01:13:28.675 --> 01:13:42.204
Just Thank you guys for all of your Echo, put your on our view actually, you know, self reflection as hard. So thank you. Thank you very much. Thank you.

462

01:13:43.675 --> 01:13:53.935
I believe we forgot what was going so everybody waiting in for a vote we want. Yeah.

463

01:13:57.505 --> 01:14:12.475
That's our consistency consistency. Do we. Okay. Special meeting. I think that's only discussion. Yeah, that's that's what we talked about Senator just because we can even be a phone call. It just came to the public meeting. Oh, yeah. Schedule it.

464

01:14:12.475 --> 01:14:24.805
Right. Make sure we have our form and question super helpful and we can do it, like, in the rules room so that there's lots of parking just.

465

01:14:24.805 --> 01:14:38.814
So we can make it just all to yeah. You know, physically router. And then we can text our friends once they get on the phone call to help.

466

01:14:40.345 --> 01:14:53.244
Do you wanna? So, we were talking about. Yeah, but you think well, maybe it's just a recommendation to the full board, right? That's what we're doing.

467

01:14:53.395 --> 01:15:08.154

How this stuff we were trying to for the full holiday walk to work on the agency yeah landmark here talking to mark about how do we do professional?

468

01:15:08.725 --> 01:15:19.885

Yeah so good morning. So, let's go ahead and introduce the team and thank you for coming. And I'm sorry accountable.

469

01:15:19.885 --> 01:15:23.755

tegar is the oversight consultant useful on the phone.

470

01:15:26.125 --> 01:15:35.935

I am on the phone with what you introduce the team for the. Actually, I think it would be great if you went ahead and introduce the team there in person.

471

01:15:38.125 --> 01:15:52.645

Would you like me to go? Yeah. Please. Okay. Hi. Good morning. Thank you for the opportunity here. This morning. My name's Kristen Peterson with the Department of health. I'm also the executive sponsor of the project with me.

472

01:15:52.645 --> 01:16:05.845

I have are a quality assurance consultant with. We have our chief information officers and a project tomorrow. Can we have Darryl pay to is on our health technology systems team.

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01:16:06.805 --> 01:16:17.694

This is really a team effort, which you'll hear is also wanted to introduce a few other people that are in the audience. We have Kelly foster who's our organizational change manager for this project?

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01:16:18.180 --> 01:16:29.364

We have actually, Daniel who's our business product manager? And he goes with our project manager. And, of course, you heard that Pamela is on the phone who's our consultant?

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01:16:29.364 --> 01:16:35.904

And I consider an integral part of our cameras practicing voice. I do too. Yeah.

476

01:16:35.935 --> 01:16:48.954

So from the laughs so, yeah, I was working if that happens, we need.

477

01:16:54.324 --> 01:17:02.935

Okay. Alright. So, gives you a sense of what we hope to cover the scoring the background current projects.

478

01:17:03.180 --> 01:17:17.784

That is our governance structure, gated, funding, approach, procurement process and then once yeah around the quality assurance. Oh, okay.

479

01:17:20.545 --> 01:17:32.755

So health is the healthcare enforcement and licensing modernization solution. It will replace an outdated licensing system that we currently have referred to. As Tyler.

480

01:17:33.864 --> 01:17:40.765

This is going to be a really exciting project for us internally in terms of how we do our work.

481

01:17:41.635 --> 01:17:50.185

I received a division that has almost six hundred employees that will be using the system for the regulation and enforcement around providers and facilities.

482

01:17:50.545 --> 01:18:00.534

But really, also for the public, we regulate almost five hundred thousand healthcare practitioners who will use this system and really improve their interactions with us.

483

01:18:01.435 --> 01:18:13.284

We oversee about twenty five hundred education and training programs and regulate almost twelve thousand facilities speed up licensing. Absolutely.

484

01:18:13.704 --> 01:18:26.994

I do when we get the benefits, I'll talk a little bit about it, but basically the practitioner, I'll be able to go online to the status of my application. There. Any pinch point holding it up. They can address them much quicker. Thank you.

485

01:18:29.515 --> 01:18:30.055

So here,

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01:18:30.055 --> 01:18:36.835

sort of an overview of what we are hoping to have started this project,

487

01:18:37.975 --> 01:18:41.454

I'll get into some specific benefits on the next slide,

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01:18:41.935 --> 01:18:45.654

but overall improved public access to healthcare provider information,

489

01:18:45.960 --> 01:18:46.885

more efficient.

490

01:18:47.305 --> 01:18:48.835

It'll improve data security.

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01:18:48.835 --> 01:19:03.625

The current system has disparate data spread across many applications That'll be one central points or platform series, which is great, which will also help us achieve some of the benefits that we're trying to that new solution.

492

01:19:07.524 --> 01:19:20.814

So, in terms of some expected benefits out of this new solution has mentioned healthcare providers will be able to go online. See when their license expires actually, they'll be notified a license expiration.

493

01:19:21.864 --> 01:19:28.555

We feel we notified of when they have continuing education designed, and they'll be able to check application status.

494

01:19:30.090 --> 01:19:44.034

One thing we've heard from employers in terms of being able to get healthcare providers, a license and working quickly. It's not only the licensing times that they've really been wanting to do full renewal for their employees. And so we'll be able to do that.

495

01:19:46.494 --> 01:19:56.399

We'll be able to more, because this will be a secure platform. We'll be able to more efficiently share information with our boards and commissions. We have seventeen boards and commissions that oversee providers.

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01:19:57.414 --> 01:20:10.345

So they'll be able to do much more work electronically with Frank, and for the public, we'll be able to share more information online around, for example, ability inspections and enforcement actions.

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01:20:10.345 --> 01:20:17.784

We do that currently with providers, but we really haven't had the resources or our capacity to do it for facilities.

498

01:20:18.055 --> 01:20:31.435

We just started posting online inspection and investigation reports for psychiatric hospitals your only handful of those. And that was a huge arduous process doing that manually. So, we're really excited to be able to get those online.

499

01:20:31.435 --> 01:20:35.154

So a patients can get more information about where the receiving care.

500

01:20:36.774 --> 01:20:51.055

And you'll allow patients actually to go online, or anybody who's submitted playing against the provider facility to go online and check the status of that complaint automatic notification that electronic or paper driven electronic electronic. Okay.

501

01:20:52.585 --> 01:21:04.404

How much of that is required in ACA, affordable care act and there's some transparency piece right? So the consumers can see there may be some around the building.

502

01:21:04.404 --> 01:21:18.925

I'm not sure if any related to the licensing portion of it, we'll have to look into that, but there's extra of care piece okay. Of that right? Where people can see whether folks have proper licensing if there's been any complaint there's any. Right?

503

01:21:18.925 --> 01:21:31.675

So this again, this national database, that includes information, I'll have to look into that more. I certainly want to make sure that whatever we're developing any requirements on the federal front.

504

01:21:32.305 --> 01:21:46.975

I'll make note of that health finder has rating some of those performance metrics when shopping for healthcare well, there's no claims fair database as well. So I guess so, this is you're looking at your solutions.

505

01:21:46.975 --> 01:22:00.774

That are you worried about these other pieces. That are floating around where you interact with them real time dynamically. That would be optimal. That is an expectation right now with this solution.

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01:22:00.774 --> 01:22:08.545

But I think that's where we want to go as the statements. Certainly. So, we will be looking at that a little bit more reached some discussions about that.

507

01:22:10.079 --> 01:22:15.534

Especially as we look at, you know, the information exchange and other ways that we okay.

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01:22:18.354 --> 01:22:25.975

So, in terms of my mind, we show three phases of the project here.

509

01:22:25.975 --> 01:22:40.885

Are the Helms analysis see that again in two thousand and sixteen that primarily included us having a feasibility study conducted by a consultant to look at

510

01:22:41.515 --> 01:22:55.314

the requirements and expectations we had for this new system as well as we conducted an so we could just get a sense of what is the market out there reasonable see if there's anybody that can provide services that we want.

511

01:22:55.314 --> 01:23:04.284

And how much would it cost? And the cost estimates have really driven how we've approach this both in terms of seeking authorization from the legislature to go forward.

512

01:23:05.725 --> 01:23:19.494

We're currently in the Pre implementation phase, so that really kicked off in a number of ways. We hired. Are you a consultant xena for you early on which has been super helpful?

513

01:23:20.274 --> 01:23:27.175

We have been doing a lot of business readiness activities doing information assessments helping our employees.

514

01:23:27.175 --> 01:23:35.845

Understand what it's outdated and redundant information, so we can trim translate or move that information more easily over to any platform.

515

01:23:37.194 --> 01:23:43.765

We have recently finalize the contract with our special assistant attorney general to help us with contract negotiations.

516

01:23:43.765 --> 01:23:58.524

When we get there done a lot of stakeholder engagement, primarily around helping folks, understand the system, because we need to get authorization from legislature.

517

01:23:58.524 --> 01:24:09.715

So thank you to imposes see this program will be paid for, by the licensee providers that used the system. So we received authorization last year to include that.

518

01:24:09.774 --> 01:24:23.364

You'll be about ten dollars per license for about four years. The total project cost for implementation is about nineteen million the are the maintenance and operations.

519

01:24:23.579 --> 01:24:34.614

Can you touch a little bit more than that? But we're currently paying what we believe will be the same enough for our current products. Not seen out of agency indirect.

520

01:24:35.395 --> 01:24:45.954

So as mentioned, we received an authorization last session to move forward with thinking funding for this program. That's really loud as to keep momentum in this project.

521

01:24:46.975 --> 01:24:59.425

We're currently in the phase of deciding that procurement approach I'll get to that in a couple of slides, and our hope is to have a signed contract for Helms implementation the summer.

522

01:24:59.845 --> 01:25:13.015

Respectful implementation with the stabilization phase running through June twenty three Jennifer, it's probably a question for you one is that it's common or.

523

01:25:13.829 --> 01:25:27.475

So we'll be using I orders until this system is up and running. So by June twenty, twenty three, as part of it would be. Yep. Or do you see it beyond that? No, I was thinking that we have to look at the details, but and make those decisions when we get closer.

524

01:25:29.154 --> 01:25:36.835

I don't see a long period where we would run both concurrently for the expense. And I think that we can't manage any risk.

525

01:25:37.045 --> 01:25:48.895

So, we have concerns about before we cut over given the team approach that we thought engagement in this is a business question.

526

01:25:48.925 --> 01:25:58.645

You foresee anything coming from the federal side of the state side that would have legislatively or policy driven. That might have an impact here. What you scope for health?

527

01:26:01.649 --> 01:26:14.904

You know, there's that possibility, I think, you know, definitely there's been an increased attention on transparency around enforcement action that we take in, which is drip has driven our manual process, proposing information about psychiatric hospital.

528

01:26:15.265 --> 01:26:22.314

You know, there could be things that allow us to reprioritize criteria or add new criteria, but I don't know anything off hand. Okay.

529

01:26:24.715 --> 01:26:36.805

And I should say, please, jump in anytime from so I wanted to point out our homes governance structure, which has been super helpful.

530

01:26:36.835 --> 01:26:49.645

I moved into my role as assistant secretary about the same time. We started a Pre implementation phase. I've really been reliant on is strong structure as well as the systems.

531

01:26:49.645 --> 01:27:04.314

That wells Pamela has been really integral, providing guidance along the way. We have a very strong steering committee. That is the decision making body for this project, weighing in, on, any changes to scope schedule.

532

01:27:04.314 --> 01:27:16.135

And budget that are part of the main areas of the office as well as we have three independent commissions, medical nursing and chiropractic and they're all represented on this committee as well.

533

01:27:16.560 --> 01:27:28.859

We have a team of business liaison who are staff, they dig deeper into policy questions or decisions, and then elevate that the steering committee for decision.

534

01:27:30.295 --> 01:27:34.255

We have weekly team meetings on the health team.

535

01:27:34.255 --> 01:27:47.005

I mean, monthly with Tina, meet monthly with Pamela, and also we have established a new process, the Department of health, where we have an executive sponsor accountability process.

536

01:27:47.395 --> 01:27:50.364

So, every month I share an executive accountability.

537

01:27:50.640 --> 01:28:04.465

Grid with secretary and our chief of staff so they have really strong visibility on anything that may be going to stray with the project. I just want to add for some of the governance highly engaged.

538

01:28:04.494 --> 01:28:14.425

Well, attended and it's not just status meetings that really meaningful dialogue and discussion. So it's really good to see that. If this takes a while.

539

01:28:16.975 --> 01:28:23.664

We've seen that another deal, which projects and I think a quick example of a quick implementation. Just wonderful.

540

01:28:27.625 --> 01:28:37.645

So this gives you a current snapshot of the status update, you'll see in yellow and schedule some human resources.

541

01:28:37.645 --> 01:28:51.055

This primarily relates to to one open position of one seem to be open currently have a vacancy and our project director position where recruiting for that position. Right? Now, and Ashley, who's our business project?

542

01:28:51.055 --> 01:28:55.585

Manager is moving into a new position at department of health and a project management position.

543

01:28:57.414 --> 01:29:09.954

I must say we had an excellent project director, but due to how we've been working cohesively together, it's really been moving forward without much of a hitch on that, then we do hope to have that fairly soon.

544

01:29:15.295 --> 01:29:27.324

So, as you know, this projects is subject to funding requirements. So essentially the funding for this project has been against the investment rules for and alyssum oversight.

545

01:29:27.960 --> 01:29:31.284

See your snapshot of our deliverables and the status of those.

546

01:29:32.845 --> 01:29:35.244

I won't go into much tell us your question.

547

01:29:45.085 --> 01:29:53.664

So the procurement approach, so our procurement approach has been largely saved at the Houston home utilities study.

548

01:29:53.664 --> 01:30:07.255

I mentioned, which recommended me pursue a form as a service solution the steering committee did adopt his approach. And so we've been working towards this goal more recently.

549

01:30:07.255 --> 01:30:21.295

We did participate in the Department of licensing process and attended vendor demonstrations projects. We just heard about didn't quite align with how we're approaching our project in terms of maintenance and operations.

550

01:30:22.375 --> 01:30:34.015

We're moving forward and evaluating a potential platform as a service service, and we're very interested in the Salesforce platform based on the demonstrations. We've had.

551

01:30:34.015 --> 01:30:43.704

We've undertaken five demonstration by Salesforce. I'm sorry by, by using the Salesforce other state and local agencies.

552

01:30:43.704 --> 01:30:56.784

And then we've also had to onsite demonstration site so forth specific to our business needs. It's really insure. Salesforce is going to be the product that delivers our expectation.

553

01:30:57.149 --> 01:31:02.484

We're embarking on demonstration with re, vendors that are part of the cloud master.

554

01:31:04.135 --> 01:31:05.814

How solution master contract,

555

01:31:05.814 --> 01:31:10.975

and you'll see who those are up here who fallen,

556

01:31:11.305 --> 01:31:25.465

they will be giving us onsite evaluation last six days of evaluation for users as the system and Department of health will be able to see can the vendors really make Salesforce work in the way that we want it to.

557

01:31:25.765 --> 01:31:36.204

We also went through a written requirements process with the vendors and are currently using evaluating their responses set up the end of this.

558

01:31:37.135 --> 01:31:51.534

If we don't find that Salesforce is the platform that will be best for us. We will shift to an RFP because this is too important of a project for us to compromise on on what we need to move forward.

559

01:31:51.534 --> 01:31:53.904

And he saw the expectations that we outlined.

560

01:31:58.284 --> 01:32:00.114

Wow, okay.

561

01:32:01.885 --> 01:32:16.404

I'm just gonna take a couple minutes to talk about a QA assessment currently, and then focus on a couple of the risk areas, the mitigation strategies and why we're, I'm reading the project the way we are. This is the November dashboard.

562

01:32:16.404 --> 01:32:29.545

This is in the summary of the monthly report, and the circles represent the ten categories, and the oversight policy we rate each of those categories numerically one three can lower the score.

563

01:32:29.545 --> 01:32:43.524

The better for the most part Helms is doing remarkably well, a three and below. Is best practice, so, an overall rating of three point nine just barely one point away from being green overall.

564

01:32:43.770 --> 01:32:58.045

I think it really shows how well, the project is doing. They're executing. They've developed plans and they're executing info plans. That doesn't mean that there aren't any risks, or the things haven't happened. Chris had mentioned resources.

565

01:32:58.045 --> 01:33:12.774

That's one of their high risk areas, because of some of the vacancies, but they've had well thought out transition plan and resources in place that have picked up where those agencies have occurred and are in process of filling those.

566

01:33:14.095 --> 01:33:22.045

Some of the other risk areas. I'll talk about more on the next slide, but in general, on this one, I just wanted to emphasize. I think they're doing very well.

567

01:33:22.319 --> 01:33:34.284

And you may recall it the beginning when Christie started her presentation pretty much in alignment with and the project having similar assessment, which I think is a good sign.

568

01:33:34.284 --> 01:33:46.645

It validates that what you're hearing is is accurate on the next slide. I just want to highlight the three risk areas, I think, are the highest risk right now or worth noting.

569

01:33:46.734 --> 01:33:57.625

I'm sorry I couldn't math question, but I'm sure explain these numbers to me. So you got a ten point? No, and a four in a yellow and you gotta code down here. Visitors can attend and the four before your.

570

01:33:58.710 --> 01:34:10.795

Attachment oh, so the legend so, green is one two three, right? That's best practices. I think what it is. Oh, no, there's a category. It's just category number ten, so there's ten requirements.

571

01:34:10.795 --> 01:34:25.104

So, this is number ten, number, nine, number eight and then it's underscore against that general requirement. I think that's what you're the full understand. You're right. Yeah. So, the categories are ten project management categories and the policy and the project management.

572

01:34:26.305 --> 01:34:39.324

Thank you. I think that the extra digital after this zero makes it the scientific endeavor and it really is category. One has a rich reading in three. Yeah. Okay. And that makes yeah, thank you.

573

01:34:39.505 --> 01:34:44.725

Sorry I think that question, because that might be, I just misread it, thank you for an issue.

574

01:34:45.954 --> 01:34:55.135

So, the November QA assessment highlighted a few risk areas, but these are the three I think we're talking about in this audience.

575

01:34:55.164 --> 01:35:06.204

So, schedule management that's the highest risk right now is with five if the implementation takes longer or, excuse me is the implementation phase.

576

01:35:06.204 --> 01:35:20.994

Doesn't start in July is currently planned that would obviously impact the schedule on the biggest risk to that is it through all this demonstration evaluation on the sales force platform is the business need just doesn't appear to be match and they go to an RFI

577

01:35:20.994 --> 01:35:22.404

like Christine mentioned that would.

578

01:35:22.770 --> 01:35:31.645

And the schedule pretty substantially in is quite a process. I mean, you have a head start on the RFP document, you've done the feasibility study, you know what?

579

01:35:31.645 --> 01:35:45.564

The the vendor community is it's not a completely blank slate but it would certainly impact the schedule during the demos in March, getting to a contract by July assuming that the Salesforce platform needs licensing enforcement.

580

01:35:45.805 --> 01:35:55.345

All the facility needs, et cetera in the schedule is really good, but it's just a potential that five, five, nine read resource management.

581

01:35:55.614 --> 01:36:01.345

Kristen also mentioned the technical project manager started in November.

582

01:36:01.345 --> 01:36:11.755

The project director announced, he was leaving, and then, as Christine mentioned internal to do the business project manager is moving to another position.

583

01:36:11.965 --> 01:36:26.784

I think this is a good opportunity to circle back to the lessons learned and the previous presentation where don't shortchange the project management office. So, there's a project director, business, technical PM, and an organizational change management lead.

584

01:36:27.090 --> 01:36:37.314

They've really in those vacancies partner together and through their transition plan. Their, they're meeting the need and that doesn't mean you don't need to fill the positions. Certainly do. So, that's another risk area.

585

01:36:37.314 --> 01:36:42.475

That will probably go up in this member reports is going to be published next week because of.

586

01:36:43.229 --> 01:36:52.795

ashley's changes in position, but she's given a very long notice and they've been able to adjust to that. And then the last one I wanna mention is stakeholder management.

587

01:36:53.100 --> 01:37:01.135

You saw the numbers and how complex environment is public facing high profile five hundred thousand.

588

01:37:02.814 --> 01:37:12.864

And then the complexity of the words and commissions, although they're represented on the governance, you know, the three major commissions are represented on governance.

589

01:37:12.864 --> 01:37:27.354

It's, it's still a really heavy lift starts now and all the way through to go live. It's you guys are mitigating that you have plans, you're, you're doing your association meetings. There was an excellent meeting. Yesterday.

590

01:37:27.354 --> 01:37:38.395

People are aware, but it's sensitive topics that the people, you know, they need to know not only how to use the system, be ready for it to transition from the old system. But also have concerned because.

591

01:37:39.000 --> 01:37:51.744

Structure, so that's a really big lift as well and and just an area to to keep an eye on. Let's see. Let me ask about contract management especially as we tell CB and and many of our projects, the theme of supplier management something.

592

01:37:51.744 --> 01:37:52.885

I think Nicole,

593

01:37:53.095 --> 01:37:53.454

I mean,

594

01:37:53.725 --> 01:38:01.555

we should probably looking at what's the concerns and the risks with contract management meeting in the dashboard on the dashboard yeah,

595

01:38:01.555 --> 01:38:02.425

and that's it for,

596

01:38:02.454 --> 01:38:08.725

as so procurement contract management that category in general at this stage.

597

01:38:09.720 --> 01:38:13.314

The big concern that is one open recommendations.

598

01:38:13.314 --> 01:38:13.404

So,

599

01:38:13.404 --> 01:38:20.125

whenever there's an open recommendation and category automatically kind of set up into the yellow and the open recommendation,

600

01:38:20.125 --> 01:38:22.404

I think it will be closed in the next report actually,

601

01:38:22.404 --> 01:38:27.564

is about getting to the point where your evaluation structure waiting,

602

01:38:27.805 --> 01:38:34.289

and the actual voting decision making for selecting that's the final system,

603

01:38:34.284 --> 01:38:36.175

integrator and making that Salesforce.

604

01:38:36.295 --> 01:38:44.244

So it's more of a procurement, but it will involve that category coverage procurement all the way through close out of it. Okay.

605

01:38:44.970 --> 01:38:51.534

So one thing that the script is doing, though, is getting that special attorney general, because that's that an, I.

606

01:38:51.534 --> 01:39:06.354

T, contracts or contracts where you have, you know, platforms and system integrated is really important to make sure you've got the provisions in that contract that are legally defensible and actually are pragmatic in the industry. So there.

607

01:39:06.689 --> 01:39:16.675

It will step ahead of the game just by, by hiring that special attorney general and then, I think getting the appropriate vendor management practices and place early on.

608

01:39:18.505 --> 01:39:29.335

Planning for them yeah. Not having to do every single hire management practices and like I said, that's just a theme that we consistently hear about. Mariana. Yeah. Yeah.

609

01:39:30.600 --> 01:39:39.925

I used supplier because finger keyboard laughs means something different and the community laughs.

610

01:39:41.965 --> 01:39:46.255

If it is, it is a repeat lesson learned area.

611

01:39:46.494 --> 01:40:00.085

So, we have what's interesting is we have actually ID via an independent verification validation vendor and the health and Human Services arena that have some really, kinda cool tools that they're applying to to that industry.

612

01:40:00.085 --> 01:40:03.744

That I think, you know, just early monitoring and form the format.

613

01:40:03.744 --> 01:40:18.534

And having the people that are actually Mary, you talked a lot about this that are just rigorously understanding what the delivery points in the contract and tracking every single item. It's a vendor supposed to deliver. And did they do it?

614

01:40:18.534 --> 01:40:33.390

Did they do it on time? And was it a quality and those kinds of things in setting up that structure to keep that log so that you have the documentation if you need it but you're also putting Council. So, I think we need fire management practice. Yep.

615

01:40:33.444 --> 01:40:46.585

And where that practice? What side we could I, I think we need to put something, especially as we start looking and I know it's one of the concerns represent Hutchins as we start making our cloud journey as well.

616

01:40:46.765 --> 01:40:59.604

How do we make sure that we're not in a box again? This indicated funding project, so they can avail themselves of these additional expert is try to get some things in place to them with that are their job is to.

617

01:41:00.390 --> 01:41:06.414

Stop learning the lessons people have put practice in place. Exactly. That actually institutionalize it is something that we can have them work on.

618

01:41:08.515 --> 01:41:17.125

Two questions about that one is about your collaboration with other folks that you talked to and so we license twelve hundred,

619

01:41:17.125 --> 01:41:17.454

fifteen,

620

01:41:17.454 --> 01:41:18.055

hundred business,

621

01:41:18.055 --> 01:41:18.984

professional filtrate,

622

01:41:19.194 --> 01:41:19.885
architects,

623
01:41:19.885 --> 01:41:24.835
and everybody cosmetologists cutters.

624
01:41:27.625 --> 01:41:40.494
And so, how much are you talking about just to do? Well, but we also
license day care centers and don't family home and, I mean, there's a lot
of license folks. It seems like there might be some opportunity.

625
01:41:41.310 --> 01:41:55.314
For a collaboration learning at the easy, and maybe a software solution
that works across multiple field if that's possible or just talking to
about what they're doing. Right?

626
01:41:55.314 --> 01:41:59.814
As we keep track of very right. Right. We're doing quality management and
child care.

627
01:41:59.814 --> 01:42:13.284
For example, there's a lot more rigor there and complexity on tracking
childcare folks and an architect or a lawyer somebody else yeah, we met a
few times with the board of accountancy.

628
01:42:13.284 --> 01:42:27.145
Is there embarking on a new system? They just had different needs. I
think what makes our program unique is it's not only licensing, but it's
we made it was really a bear.

629
01:42:27.145 --> 01:42:34.404
You're having a system in place now that's really just focused on
licensing but I, I know that there was some interest around.

630
01:42:36.085 --> 01:42:50.310
That's something for us to pursue, because I believe they are well, they,
they're using a sales terms platform right now with licensing on dwells
using Salesforce. Traceability.

631
01:42:50.305 --> 01:43:03.055
Right now where it is is everybody has their own the instance. So right.
There's coalesce blessing around a platform then the next step would be
could we are there ways to get to a single instance?

632

01:43:03.055 --> 01:43:17.814

Instead of separate instance, but right now as we don't lose their, they're getting around that platform solution and then can we get some value buys and discounts that kinda work so, in this conversation are we having this conversation? Yeah.

633

01:43:19.435 --> 01:43:33.505

Started through or through the I mean, so DSS contracts right? Through the it contracts we with Daz on the on the and sales force.

634

01:43:33.534 --> 01:43:39.449

The Salesforce rep on the, the volume piece and then with agencies on on.

635

01:43:39.444 --> 01:43:46.614

The opportunities kind of is there exploring the software solution as we're seeing those coming in Hutchins,

636

01:43:46.614 --> 01:43:48.774

we're trying to ascertain,

637

01:43:48.774 --> 01:43:59.064

why can't we get to certain for groups of functionality instead of replicating that functionality from agency so you're doing that that's what we started to do?

638

01:43:59.095 --> 01:44:13.734

Yes, okay. Yeah, I think you go to accounting. God bless them. They're gonna be like, well, we do with account. I don't know anything about nurses. I don't know them. I do have accounts, right? There's no incentive for that agency.

639

01:44:14.729 --> 01:44:23.935

Try and align with adult family homes or child care centers, or whatever it is right? And I'm not asking you to solve everybody else's problem.

640

01:44:24.630 --> 01:44:38.364

Maybe, they've already solved your problem and you just need to think about what's the layer on top right of the main questions about your stakeholder work and the fee. The legislature authorize fees. And I again apologize.

641

01:44:38.364 --> 01:44:51.744

If if I'm supposed to have remembered this. But the fees where they, they said, like you said, ten dollars flat fee across everybody, how does that

sort of shake out around a percentage increase? So the fees are different.

642

01:44:52.380 --> 01:44:59.640

Some of them are cost recovery fees. Right? So that ten dollar flat fee, you will be a bigger hit to some professions and others. I would expect. Yeah.

643

01:44:59.635 --> 01:45:13.225

And thirty discussion about a percentage increase or maybe it's a two percent month or ten dollar fee or well, anaesthesiologist to make a million bucks a year. Gonna pay more than the nurse makes twenty two. I mean, like, is there any discussion about that sort of?

644

01:45:13.680 --> 01:45:24.685

Well, absolutely you're raising a concern that we had. We had as well. You're posing a ten dollar fee on a nursing assistant as well as an D.

645

01:45:24.930 --> 01:45:39.864

I think that the complexity of the percentage and and really figuring out a fair approach, maybe with something that was considered at one time. But as I came into this project, that fee structure was already in place in terms of the ten dollars for license application.

646

01:45:40.135 --> 01:45:43.765

Really? The rationale be, it's the same amount of work for each.

647

01:45:45.055 --> 01:45:52.164

Application process, so so in the end, so within your position who made that decision.

648

01:45:53.635 --> 01:46:04.465

I would have to check up that was through the feasibility study, but I'm not I'm not quite for sure you can get back to you. I'll get back to you on that. Thanks.

649

01:46:11.640 --> 01:46:20.694

Thank you very much. Thank you. If we can invite partner licensing and come up and bring it.

650

01:46:25.854 --> 01:46:39.715

Oh, that was gonna be a staff update. It's gonna be very fast. Sure. Is it working right?

651

01:46:53.725 --> 01:46:57.864

So here's an addition we had a very successful release the number for blue.

652

01:46:58.015 --> 01:47:09.564

Yeah, Laura if you would like to be here, Laura with those, and plus part of the licensing team here today wanted to tell you two quick things that kicked off.

653

01:47:10.045 --> 01:47:22.284

First one is, this is a piece about multi biannual modernization effort by these organizations. The last pieces for business compression licensing, an effort underway over a number of years.

654

01:47:22.920 --> 01:47:33.505

Another thing is different from a couple of the other projects. This project was right in the middle. They deployed a release and they're actively engaged working on this the second release right now licensing.

655

01:47:33.505 --> 01:47:45.024

It has a general rule very mature in self reflection and adapting things to make changes as they get into the next phase of the project.

656

01:47:45.024 --> 01:47:59.185

And that is true with the release, too, that they're working on right now I'll turn it over to Janet. She can introduce herself engineer things for it. So I'm John Clemson. I am the assistant director of their business and professions division, and I am the project sponsor escalator.

657

01:47:59.699 --> 01:48:13.404

I like to let my team at the table himself and then we've got some support and non clinical person. The director. Oh, my God. Just read through it. And then an audience, we have our partners with the wait.

658

01:48:13.944 --> 01:48:18.234

You have Chris little and John and I have Amanda hatch are.

659

01:48:19.135 --> 01:48:31.885

Organizational change management consultant as well as decently a project manager with that. So today we want to share with you a little bit about where we are in our projects.

660

01:48:31.975 --> 01:48:46.074

So, as I mentioned, we've been in this business technology, modernization, piece of work for quite some time with license, even have

some great success I'm gonna share a little bit about what our business and profession what we do within our division.

661

01:48:46.590 --> 01:48:55.675

We'll go over our schedules, the solution that we've chosen a release one release too, and then we'll wrap up with where we are and how long the board.

662

01:48:59.574 --> 01:49:07.524

So, as we've been talking about, we did, we have had multi unit any effort and modernization for the agencies technology systems.

663

01:49:07.944 --> 01:49:15.420

We started in June of two thousand sixteen by implementing our gen, tech system, which is our solution for upgrade and field tasks area.

664

01:49:15.864 --> 01:49:25.795

We then move into a central issuance system, which is our driver licensing, the card delivery system for the agency and we implemented that in February, two thousand and seventeen.

665

01:49:26.454 --> 01:49:39.805

I'm going into a multi release with our drive system, replacing over vehicle systems in December of two thousand. And seventeen, we rolled that out and then replace our driver system in September two thousand and eighteen.

666

01:49:41.185 --> 01:49:49.795

We got to be last, which is a great place to be in when you learn a lot of lessons to help these system modernizations. And so we're now into our larry's rollout.

667

01:49:50.069 --> 01:50:01.734

We released our first piece of the system in November of two thousand and nineteen, and we're scheduled to release the last phase of it in June for twenty three nineteen that's June.

668

01:50:04.675 --> 01:50:14.425

So, it's in our business and profession area. We do have license and regulate about forty four different programs. We have about two hundred, sixty, six.

669

01:50:14.550 --> 01:50:25.255

I was an active licensee and thirty six businesses that are supported by ten, different boards and commissions. All of those are part of this clearance rollout.

670

01:50:25.675 --> 01:50:37.284

We have other functions within the division that are separate systems. The Jen system collects perfectly one point, eight billion dollars in annual revenue through our field tax collection.

671

01:50:37.649 --> 01:50:40.914

We have a UC system for the state of Washington.

672

01:50:41.154 --> 01:50:48.984

We also maintain the firearms database within my division and oversight of combative sports events,

673

01:50:49.015 --> 01:50:54.564

which is actually also part of the yeah,

674

01:50:54.564 --> 01:50:57.024

we have quite the diversity within the division.

675

01:50:57.024 --> 01:50:59.454

That's interesting items that were in charge of.

676

01:51:00.420 --> 01:51:14.545

So, part of our first rollout, we selected this group of professions that went into our November release. Part of that was the gave us an opportunity to really build those structure around what we needed in our licensing system. And these professions were picked.

677

01:51:15.029 --> 01:51:24.234

A lot of it had, they had similar relationships within their licensing type group. So it made it an opportunity for us to work with.

678

01:51:24.234 --> 01:51:37.585

This of licensees make sure that we have the revenue strict systems set and that we were in a great place into our rollout to release in November of two thousand and eighteen,

679

01:51:37.675 --> 01:51:38.545

November fourth,

680

01:51:38.545 --> 01:51:48.295

at least and we currently have one hundred and twenty thousand actively within the here are listed professions,

681

01:51:49.199 --> 01:51:57.534

the remaining professions that are part of our allowed to were actively engaged with the questions.

682

01:51:57.984 --> 01:52:12.564

The from an it perspective, are the workflows vastly different between the groups you didn't release one release to or if it's just a matter of you broke it out because of the sheer volume of licensees make sure you can communicate more effectively.

683

01:52:13.045 --> 01:52:20.185

It had to do with the actual it was part of it and the relationship within those types of licensees.

684

01:52:22.050 --> 01:52:33.744

I will say in the second bunch, it's harder we have more complicated relationships that are built in. I also have several programs in this release that are completely paper based right now, because we brand new for them.

685

01:52:34.255 --> 01:52:48.324

So, the amount of costs, the ocm work that we're gonna need to do with them is a lot more. So, for example, security guard, private investigators, there's a couple other ones right now. The only way to deal with us is through a paper application process.

686

01:52:48.354 --> 01:52:58.104

That comes into so that's the brand new way. They're so excited that they'll be able to speed up their their time to, like.

687

01:52:59.369 --> 01:53:13.585

Yes, a similar question often. There's suggestion that you look at business process improvement and having spent six years on commerce talking about all these probably helping create a few.

688

01:53:13.795 --> 01:53:27.114

You've got a very diverse set of requirements for license, but there's some similarities. Right? And the background check, for example, or something, or some schooling or something like that.

689

01:53:27.475 --> 01:53:29.425

And so again.

690

01:53:30.720 --> 01:53:39.265

Where's the business process? Improvement discussion before we start building out all of these individually right?

691

01:53:39.265 --> 01:53:51.085

Some of them have a few requirements and some of them have ten thousand hours of apprenticeship type practice requirements and enforcement on that checking on that wall. I mean, like, and then the numbers, right?

692

01:53:51.295 --> 01:54:02.095

Where we're talking to statewide, a handful of people versus thousands of real estate. Help me understand where the business process piece came in with that amazing diversity.

693

01:54:02.395 --> 01:54:15.414

So one of the things that we've been looking at, to your point is, what similar functions do we do in our organization and maybe the process has been different because each of these programs, you know, they develop their own culture and their uniqueness.

694

01:54:15.475 --> 01:54:26.154

But really, when you look at what our requirements are by law, what is it, that we're required to do and where are similarities that that's work. That we've been working on for the last, several years before.

695

01:54:26.154 --> 01:54:40.375

We actually went into procuring the system to really figure out where our similarities, where can we get those efficiencies and honestly, from an organizational standpoint, I'm looking at my full division and how we're currently lined up. So.

696

01:54:41.364 --> 01:54:53.274

Right now we've got licensing functions that have very similar legacy functions. How do we make those processes more efficient to all of the licensees so that we can handle them in a similar way? Do you have a continuing education component? They're not that much different.

697

01:54:53.520 --> 01:55:02.335

Maybe it's a different vendor that we work with, but we have the ability and we're looking at those processes to make sure we're being consistent and not building individual.

698

01:55:03.689 --> 01:55:16.704

Different requirements that aren't necessary just because we've always done it that way, so there's a lot of work culture work within the division, and a lot of work on our processes to make sure that we're creating the most efficient way to handle. This.

699

01:55:16.795 --> 01:55:22.555

Is there gonna be request legislation on standardizing across any of this stuff?

700

01:55:22.585 --> 01:55:36.085

So, we've looked at we did some clean up last year that we needed but the majority of the cleanup that we're doing right now is either through the West process, or it's just our general processes of how we handle the license piece of it itself.

701

01:55:37.194 --> 01:55:46.255

There isn't a huge amount of cleanup book it needs to be done. So but is there a discussion with them? I mean, well, huge.

702

01:55:46.350 --> 01:56:00.505

It should be ships or anything, but if you've got one program, that required six hours before usual license and the next one that requires eleven. Sure. Could you make them all ten? And then we sort of start to standardize how many hours people need? Yeah. Feel free to continue education. Okay.

703

01:56:00.505 --> 01:56:10.675

So, here's the name of the vendor is oh, it has to be this specific. The legislature is interesting. And, you know, I mean, our regulatory review making it easier to understand.

704

01:56:11.604 --> 01:56:17.244

Oh, you need it ten or fifteen or twenty instead of we're going to negotiate at twelve and a half hours or so. Alright.

705

01:56:17.305 --> 01:56:29.725

So, what I also have going on on a similar basis, but in a different in a different area of my division, the oversight of our regulatory reviews, actually, we're starting that whole process of, like, the barrier to licensure. What is.

706

01:56:29.970 --> 01:56:43.914

What is best practices across other states that type of work that I think is maybe addressing some of the machine you're having so, that work is began it'll be started with cosmetology first it's a big one.

707

01:56:43.914 --> 01:56:58.375

And there's a lot of barriers to service that we're not sure need to be regulated. So, we're really trying to figure out what, what is, what are the industry standards and best practices and how can we make sure that we're not providing barriers to our leasing?

708

01:56:59.545 --> 01:57:14.215

So, we have started that work. I have a project manager on that currently. Right now she just told me your schedule is cosmetology. First security guards is one of our second big program followed by transfers, which is on our transportation side of things.

709

01:57:14.604 --> 01:57:20.154

So those are where we're looking at those big chunks of work and then we'll continue through the decision.

710

01:57:21.270 --> 01:57:35.604

Well, okay, would that be funded program? Right? Because a lot of these again are cost recovery. Yep. Okay. Thank you. Very much for that. Sure. So right here is our Polaris schedule from start to finish.

711

01:57:35.635 --> 01:57:48.295

We procured a vendor solution during the summer fall of two thousand and eighteen during this process. We did convenience use contract to include other agencies that we're looking at similar system.

712

01:57:48.295 --> 01:57:57.055

So we wanted to make sure we knew that department account and L and I or to be littering cannabis. We're looking at similar types of them.

713

01:57:57.595 --> 01:58:10.765

So we wanted to make sure that the work that we had put into our vendor selection would be was going to be able to be used by other agencies. If they chose we deployed our first release in November.

714

01:58:13.404 --> 01:58:23.545

We were a little bit later than we had originally planned. We had some stuff that we need to. We need to make sure our testing have gotten through. So we took a pause and made sure that we got over system testing.

715

01:58:23.545 --> 01:58:33.385

And, and we were able to deploy and I, we had a great release for a release when we are scheduled to go live with our release to June twenty nine th, here.

716

01:58:38.545 --> 01:58:47.935

So, our Clara solution is where we're currently working with Duane implementing this new system is the Salesforce basic platform.

717

01:58:49.104 --> 01:58:56.994

It's cloud based infrastructure and it complies with all of our requirements through the through watch and infrastructure standard.

718

01:58:59.694 --> 01:59:06.744

So, since we had, we had rolled out our first release, we wanted to give a little showing for Super proud of the system that we rolled out to our licensees.

719

01:59:07.795 --> 01:59:20.335

This is one of the first pages that either a new licensee or an existing peopleland on after they go through the, the registration, it allows them to select what type of business they're wanting to do with us.

720

01:59:22.284 --> 01:59:24.055

They go into a dashboard type.

721

01:59:26.125 --> 01:59:39.864

A screen that helps them select what items are available for them to do in here. They can change from their personal information. They can redo. They can add additional of high for additional license here in the space.

722

01:59:41.784 --> 01:59:42.925

And then we wanted to show,

723

01:59:42.954 --> 01:59:46.074

this is what our team members from a dashboard perspective,

724

01:59:46.074 --> 01:59:47.515

where they go into approve,

725

01:59:47.850 --> 01:59:56.364

the licensing continues another great piece of this product that we purchased,

726

01:59:56.395 --> 02:00:03.835

or these dashboards from a leadership standpoint management standpoint this helps tell a story or spirit stories with different types of data,

727

02:00:03.835 --> 02:00:07.824

I can see how many licensees have logged on since the system went live.

728

02:00:07.824 --> 02:00:19.824

I can see how many applications have been approved and we can slice and dice the data in many different ways. This was something that was not available to us prior to going live with the new system. So it gives a quick question on this.

729

02:00:19.824 --> 02:00:32.274

Is there any way that you can get a a perspective of the usage pattern? Like, one is this, what is your system need access most? How much of it occurred? What? What is your when is our peak? Yeah. When are you being engaged?

730

02:00:32.425 --> 02:00:46.975

Like yeah, it's actually one of the data in the dashboard. Is it up here? I don't know. It's on this slide, but okay. We, there's a way to do it by time this, as we looked through the course of a business cycle.

731

02:00:46.975 --> 02:01:01.585

What do we do for a day a week that we are more likely to see traffic is and is it how much of it is after hours because people are at home or how much? It's during the day, which is our normal. Yeah, we've actually been watching that to see what we can do like.

732

02:01:03.000 --> 02:01:12.239

One might ask as well, as we look more of enterprise maintenance windows that we're not impacting. It's surprising how much traffic there is on Saturday portal. Okay.

733

02:01:17.250 --> 02:01:24.265

So, we have some great lessons we learned from our release one, even though the agency has been through several different modernizations, we're still learning.

734

02:01:25.649 --> 02:01:35.215

One of the big thing for us is we need to make sure that we were heating our staff to just the projects not project in business, which is, I think, a common base that we get into a lot with business.

735

02:01:35.215 --> 02:01:47.635

We're challenged with resources when you get into these different types, my subject matter experts, maybe the only other person that also knows how to handle the licensee inside of it when the way the projects.

736

02:01:47.635 --> 02:02:02.395

So we're really working on dedicating resources. So they can see focus smaller, more frequent meetings with decision makers, making sure that we can move processes through that. We need to frequent testing demonstration.

737

02:02:04.020 --> 02:02:18.175

That will help us go through the development approval as well. We're really focused on the standardization requirements, between license type. Some of the questions are coming up, you know, are we creating something special that needs to be special?

738

02:02:18.175 --> 02:02:32.994

Or are we being able to utilize the code that we already have in place? We're not going to overlap user acceptance testing and training that really stresses our team members as you can imagine when they're trying to test and we're trying to train and things are changing.

739

02:02:34.045 --> 02:02:44.635

The other thing that from a business standpoint, that was a big lesson learned for me is it was really important as we went into our roll out that we didn't have any backlogs because we wanted to make sure we got all that information through.

740

02:02:44.635 --> 02:02:53.425

And our licensees taken care of prior to the new system, roll out, we should have done that sooner in the process. We should have handled their backlogs maybe a couple of months before go live.

741

02:02:54.774 --> 02:03:09.024

But instead we had stuff that we're trying to fix with backlogs, they were getting trained on the new system, and we were stretching them way to and from a strength level standpoint. So, instead we're gonna catch our backlinks hard to go live with roll out to let them have space for that training.

742

02:03:09.204 --> 02:03:16.404

So that they just going with a little bit better mindset and aren't scared. It's scary when you're changing the system from something they've worked in for twenty five years.

743

02:03:19.734 --> 02:03:26.604

So Here's where we are with released to we finalized we're finalizing our discovery design sessions.

744

02:03:27.000 --> 02:03:40.135

So, what that means, as we've been going through our user stories, we're currently grooming them or identifying duplicates along with, making sure that revalidating other our user acceptance criteria configuration in development started.

745

02:03:40.404 --> 02:03:53.215

And we know that the release to schedule is tight, and we're applying our lists from release one and we don't plan on letting mcgaffa. So they can make sure that we hit that release to Timeline.

746

02:03:54.930 --> 02:03:58.944

So here are three, three big key risk areas.

747

02:03:59.664 --> 02:04:09.984

One of the areas is, we're really taking a look at those, the inventory of the work assessments that that are gonna find out there.

748

02:04:10.194 --> 02:04:22.045

So, as we look at our requirements, some of the requirements that had been put forward are really fancy nice to have and actually don't fit within was required for us to do. We're really making sure that we're staying focused.

749

02:04:22.619 --> 02:04:34.435

What are requirements are, and not getting our still big, especially if we're hitting the tight timeline and then sure. Yeah. So we have the other two.

750

02:04:34.435 --> 02:04:38.935

Is there the aggressive schedule and resources.

751

02:04:40.020 --> 02:04:50.335

So, you know, it is an aggressive schedule, but Here's what's going on. The lessons learned. We've been able to be more efficient and the development, the configuration.

752

02:04:51.685 --> 02:05:00.114

The key aspect is every day, this nice are getting demos of the functionality that they requested.

753

02:05:01.015 --> 02:05:11.725

And there's comparing it against the acceptance criteria and so forth. So, you know, rapidly going through this and then working from the standpoint that.

754

02:05:12.984 --> 02:05:26.364

This means, actually will test and demo the system to the product. So, they're getting training on the job they're getting familiar with how it is organism is now taking.

755

02:05:28.500 --> 02:05:41.574

So the efficiency we expect to be able to make, will help us get to the six, twenty nine day. We've also gone through the flow planning. Truly happy new edits.

756

02:05:41.635 --> 02:05:51.385

It is pretty much done, just find a tweaking and so, but we've identified all the resource capacity, the skills and so forth.

757

02:05:51.385 --> 02:06:02.755

That is needed to be able to do all of this work between now and six, twenty, nine and on paper. It's still alright. Isn't going to be great. Probably not.

758

02:06:03.595 --> 02:06:16.284

It'll probably be yellow all the way through why because we have to keep constant attention. So there'll be daily. There'll be weekly governance and then communications to the steering committee and so forth.

759

02:06:16.284 --> 02:06:22.675

So I don't want to say the governance structure in this project is good. Very good.

760

02:06:24.145 --> 02:06:38.965

It's taken some time, but, you know, I was always prorating field tax when I first started back in two thousand and fourteen and I can tell you this agency has made great strides doing all of this.

761

02:06:39.329 --> 02:06:51.835

So it's gonna be aggressive. We have the capacity we're looking at, you know, the adaptive approach to getting design and functionality and so forth the demos that we have.

762

02:06:51.864 --> 02:07:00.774

So, you know, the risk our manager city, it's a good good projects to ya.

763

02:07:01.375 --> 02:07:15.654

And then the lessons learned a tremendous wrap up we just want to but we launched our first roll out in November.

764

02:07:15.654 --> 02:07:26.215

Four are definitely support Super operations as both our command center. They closed on schedule. Our project staff have returned to the business units who are super excited to have that.

765

02:07:27.145 --> 02:07:40.045

We've process more than four thousand licensed transactions in November for running system release to, for well, underway. It's tight, but we both Tom and myself from that perspective.

766

02:07:40.104 --> 02:07:54.265

And as well, as the business has some contingency plans in place to be able to make sure that we can re, resources up if the metrics are saying that we need additional resources we have a plan in place to be able to release them as quickly as possible to keep it from track and that we're on.

767

02:07:54.600 --> 02:08:08.574

Track right now, until June twenty nine good question, since we've only been operation for two months has there been any enhancements or anything? Identified that just out of curiosity? We did we had some relationship stuff.

768

02:08:08.574 --> 02:08:18.055

That wasn't. There was not enough clarity around that. We were able to get clear, so we had a little bit of a oh, we can't get my print printer. Exactly.

769

02:08:18.055 --> 02:08:30.114

Like, we need to, but we were able to form around that and get that fixed and we know have our licenses being printed, but nothing that's pending out there. Right now are things you would have to account for as part of release too? No, nothing major.

770

02:08:30.595 --> 02:08:34.225

We figured out the assessment stuff,

771

02:08:34.345 --> 02:08:35.454

which is it,

772

02:08:35.454 --> 02:08:42.114

because we've got another data pending item that it was a legislative change but I think maybe,

773

02:08:44.664 --> 02:08:48.595

I think you've been working on that because that is part of our release.

774

02:08:49.225 --> 02:08:58.524

Okay. It falls into that. I think it kind of thank you. So, I think we're in a pretty good space going in there.

775

02:08:58.524 --> 02:09:08.664

There's some, you've got the, our revenue is working and going through that was, you know, it's always really challenging for the license piece.

776

02:09:08.664 --> 02:09:15.835

There was a little bit of a hiccup, but we're able to get it fixed and really grateful that we went with a smaller group first be able to work.

777

02:09:19.645 --> 02:09:30.444

So, I had the picture of the six o'clock celebration on Saturday the fourth? Yeah, yeah. For the twenty nine, and maybe get a higher quality picture next time.

778

02:09:34.135 --> 02:09:41.694

Okay. Thank you. Thank you. When do you can you give us the thirty seconds and thirty second? Yeah.

779

02:09:41.965 --> 02:09:50.814

Update on link sorry headway through all that gives the fame backing.

780

02:09:52.524 --> 02:10:03.505

So, you know, I think everyone is aware of the history of this consent.

781

02:10:03.899 --> 02:10:05.694

I am the oversight consultant for,

782

02:10:07.164 --> 02:10:21.295

and the quick background is in twenty fifteen or implementation for three pilot colleges from twenty fifteen to twenty eighteen

783

02:10:21.864 --> 02:10:22.375

there,

784

02:10:22.404 --> 02:10:25.164

the project paused and was working on remediation.

785

02:10:25.675 --> 02:10:40.345

And in twenty seven team integrated went bankrupt and then we come back to projects reinitiated and this year in July of twenty last year,

786

02:10:40.345 --> 02:10:40.585

July,

787

02:10:40.585 --> 02:10:40.885

twenty,

788

02:10:40.885 --> 02:10:43.284

nineteen implemented track to the chart of accounts,

789

02:10:43.890 --> 02:10:45.175

a new chart of accounts.

790

02:10:45.715 --> 02:10:56.784

And on October, in October of twenty, nineteen first, three pilot colleges were actually upgraded to the new system. Huge, huge, huge.

791

02:10:57.265 --> 02:11:11.305

And then subsequently one college and the agency, also, new implementation. The, we're, we're thinking about bringing them forward in April.

792

02:11:11.305 --> 02:11:20.484

I believe to look at a traceability and get a plan or get an update on the remediation status.

793

02:11:21.324 --> 02:11:28.645

And this time, all of the deployment groups, there are six.

794

02:11:29.755 --> 02:11:36.024

Official deployment groups, all of those groups are within the process within the pipeline.

795

02:11:36.300 --> 02:11:46.734

So they're all engaged in a March of twenty, twenty deployment three, which will be five colleges is targeted.

796

02:11:47.189 --> 02:11:54.954

There are some risks with that deployment chief among them being bad.

797

02:11:55.350 --> 02:12:07.375

The, the, the data and the impact of that many colleges is much different than the vendor first implementation.

798

02:12:07.465 --> 02:12:10.435

So, what the team is doing is they're working on.

799

02:12:11.760 --> 02:12:24.114

More automated solution to be able to move that data, because they, they would not be able to do the same amount of manual work that they did for that first deployment.

800

02:12:24.385 --> 02:12:38.515

The other thing is that there was there was some delays, some challenges with setting up security profiles for the deployment group too, which impacted the work. That would need to be done for three.

801

02:12:38.515 --> 02:12:50.904

So, there are some risk more mostly under Resourcing and then around that meeting an automated scalable solution for that number of that amount of data and that number of.

802

02:12:54.779 --> 02:12:55.824

Just a quick question,

803

02:12:56.364 --> 02:13:01.255

the accessibility issue that was identified by the park,

804

02:13:01.824 --> 02:13:04.375

any progress on that from an Oracle you know,

805

02:13:04.614 --> 02:13:07.555

I'm not I don't I don't have an update Oracle,

806

02:13:07.555 --> 02:13:14.005

but I do know that they are tracking all of those and there are yeah,

807

02:13:14.034 --> 02:13:15.204

I can get back to you on that.

808

02:13:15.204 --> 02:13:28.829

I'm not. Okay. Yeah. Yeah but that is, that is an issue. It wasn't a show stopper. I know it's something that needs to be addressed address by Oracle. Yeah. Mostly. Oracle, right?

809

02:13:28.824 --> 02:13:30.354

And so just for everyone.

810

02:13:33.149 --> 02:13:38.789

Information Oracle is saying that the,

811

02:13:39.055 --> 02:13:40.494

the pages essentially,

812

02:13:40.494 --> 02:13:42.984

that link has implemented,

813

02:13:43.015 --> 02:13:43.375

are,

814

02:13:43.949 --> 02:13:48.204

are some and so are not within the purview of the contract,

815

02:13:48.204 --> 02:13:50.185

which their contract said that,

816

02:13:50.460 --> 02:13:51.114

in fact,

817

02:13:51.114 --> 02:13:52.135

at the met,

818

02:13:52.135 --> 02:13:54.625

all of the federal accessibility requirements.

819

02:13:54.805 --> 02:14:06.000

So there's some conversation around those stages. Are not anything different, so yeah, so we'll get some okay on that. Okay.

820

02:14:06.234 --> 02:14:21.085

Anything else any other questions any questions from here okay. Great. Thank you. I think last on our agenda is public comment. Yes, sir. They usually come up here. What I know. That's that's fine.

821

02:14:21.354 --> 02:14:33.984

Thank you if you don't mind, I'm going to record it and there's a reason for that is the last time I gave input to this group relating to the submission a year ago, fifteen months ago to the technologies for support.

822

02:14:35.574 --> 02:14:45.625

They followed up with a letter directly addressing my testimony and didn't do me the courtesy of copying me on that. So I would like a record of what I say right?

823

02:14:45.625 --> 02:15:00.444

And how it is, there will be also record in there, but I know that recording is occurring anyway. Perfect. Perfect. I would like access to those or possibly. I'll turn it off. I wanna Thank you.

824

02:15:00.444 --> 02:15:02.875

First of all for your continued oversight.

825

02:15:04.284 --> 02:15:16.645

Oh, my name is Dr. James McCray. I'm a consultant. Who does a lot of stuff currently focused on consumer safety and protection into primarily into state regulated cannabis space?

826

02:15:17.515 --> 02:15:18.895

I'm based in Washington,

827

02:15:19.645 --> 02:15:29.244

and I built a business largely off of the information resources that this state makes available of its various government initiatives,

828

02:15:29.244 --> 02:15:38.484

including stuff that set off of the traceability system as it used to exist prior to the implementation of freeways.

829

02:15:38.484 --> 02:15:45.055

Least I want to thank you for your continued oversight of the system. That was one of the asks that I did it fifteen months ago.

830

02:15:45.864 --> 02:15:56.994

That time, it seems to be the case that she was saying, but the project was going to be completed by the end of the calendar year within two months of when they talked two and a half months.

831

02:15:57.895 --> 02:16:02.395

And I, I just that that was simply not going to happen. It was apparent. It was clear.

832

02:16:02.965 --> 02:16:15.295

I believe it would have being clear to the representative on, on the cheat rich, regardless she stood up here and said things will be done, you know, lessons learned all that. Sure.

833

02:16:15.295 --> 02:16:28.854

We are fifteen months later and they have just on December twenty signed off on a six month extension of the contract. It no longer has any development effort going on whatsoever.

834

02:16:29.399 --> 02:16:36.954

But is instead some sort of a placeholder before they can go into four more cycles of six months extensions potentially for the contract.

835

02:16:37.465 --> 02:16:51.444

They're not, they're that they're in a pause and hold level and they appear to be saying now, that were reframing what the needs of technology and traceability are for the state. So, you know, we, we should hold and wait for a while until we reframed that.

836

02:16:51.870 --> 02:16:55.854

And then we'll be good to go traceability.

837

02:16:57.504 --> 02:17:11.514

We have to remember why a traceability it can redefine it if they want to wide traceability system was needed to be put in place. And this is very important from the regulatory and legislative the point perspective. I would suspect, which are two primary reasons.

838

02:17:11.545 --> 02:17:19.944

One was to be able to ensure the diversion was not occurring in the system. And if you don't know where a product is supposed to be, it's pretty D*** hard to enforce it. Being there.

839

02:17:20.639 --> 02:17:26.844

The second one was to ensure that if something were to go wrong in the sourcing,

840

02:17:26.875 --> 02:17:27.504

a product,

841

02:17:27.745 --> 02:17:31.194

and it needed to be recalled at that quality thing plays and,

842

02:17:31.225 --> 02:17:31.465

you know,

843

02:17:31.674 --> 02:17:32.844

the vaping issue recently,

844

02:17:32.844 --> 02:17:33.415

stuff like that,

845

02:17:33.899 --> 02:17:40.764

that a robust ability to be able to identify where the product was in the system and to recall it was also one of the things.

846

02:17:40.764 --> 02:17:51.774

So, those are that's what traceability is about the food services distribution industry agriculture. This is very good at doing this. You can argue. But you don't get your letters from this state.

847

02:17:51.774 --> 02:18:02.934

But, you know, it would be nice, they can get it to the individual vendor that is crucial to be able to do diversion management and to basically, to enforce to protect public safety and ultimate state.

848

02:18:03.415 --> 02:18:04.944

The safety aspect of it,

849

02:18:05.250 --> 02:18:14.364

the is fully aware of hundreds of instances just by example situations where product that they have tested,

850

02:18:14.364 --> 02:18:26.395

has pesticides in it not once in those hundreds of instances has the in the last five years required a product recall they're having a series of product recalls that are vendor initiation.

851

02:18:26.879 --> 02:18:31.075

But it's a very small subset of the number in cases in which they knew there was dirty products.

852

02:18:32.094 --> 02:18:44.965

In theory, if they really cared about dirty product being in the system having the robust traceability component, which is, by the way to be able to have our own robust traceability component, it is not an inventory management system.

853

02:18:45.479 --> 02:18:56.934

But you do need the basic data then an inventory management system would pull from and that's the data of where is the product and what form in the system at any point in time. And how does it move through the system?

854

02:18:56.934 --> 02:19:10.225

And how much money is associated with those movements and things like that so, I would encourage you to continue your oversight of this project, even though it apparently has no budgetary ramifications.

855

02:19:10.284 --> 02:19:18.985

Lbs, the thing went up and cost by over a half million. I forget what the number was maybe a million and a half in the life of the project.

856

02:19:19.885 --> 02:19:31.735

They still have not delivered against the requirements of one point three, seven point five as they existed in October of last two years ago. Fifteen months ago. When I last talked to, you.

857

02:19:33.114 --> 02:19:46.075

By the end of the year they were supposed to have that thing rolled up that was gonna have various pieces of functionality that would for example, enable the to meet the, what the performance audit the auditors office said they should be able to do. They can't do that today.

858

02:19:46.500 --> 02:19:59.754

They maybe do it in partial pits, but I will guarantee you from what I've seen. Little bits of data are available, but they cannot do it accurately and they can not do it consistently further. If anyone were to want to stand up there.

859

02:19:59.754 --> 02:20:09.834

I really do hope somebody in the legislature does and ask the some specifics about how much how much marijuana is in the system today. How many plants are on the ground?

860

02:20:09.834 --> 02:20:22.045

How many pounds harvested in the last month how much is on store shelves today? Just give us another, they should be able to come up with kick one store, pick one form and a simple solution. Simple problem.

861

02:20:22.319 --> 02:20:30.565

They can answer those questions based on this electronic system. It was just wasted two and a half years of time and taxpayer dollars on.

862

02:20:32.155 --> 02:20:44.694

I, I'm at a loss. I, I really, I'm amazed that, you know, and it was great that there was some self deprecation and, you know, we learned some lessons. We've learned. The organizational change management is not just communication.

863

02:20:44.725 --> 02:20:54.385

I'm glad this is not computer science one hundred. We have chief information officers. We have directors, we have professional lifetime professionals to do this stuff.

864

02:20:56.184 --> 02:21:08.274

Shame on you and I really hope that this organization does not accept this, which well done. It's horrible. And this is an abomination.

865

02:21:08.274 --> 02:21:22.135

What we should learn from this, is that the, the grand cannabis board, as it is currently constructed, it's not capable of running, apparently complex freedom, moderately complex.

866

02:21:23.065 --> 02:21:37.614

It projects in the amendment that they just signed amendment eleven they give themselves complete authority over the engaging going forward whether they go to the next six months with. Are they going to cause? Please don't let them do that.

867

02:21:38.340 --> 02:21:51.684

Please please. Just don't. It's only six months at a time is the last run rate they were paying them the monthly fees. I believe we're about a million dollars a year. It's three thousand and change per month. I don't know what it is now.

868

02:21:51.924 --> 02:21:56.364

I would like to know in the current contract are we still pay.

869

02:21:57.895 --> 02:22:07.045

I injury free way to leave people money for the service contract. That was not in the addendum that was published on the website adoption that question to be answered kind of like an answer to it.

870

02:22:08.934 --> 02:22:21.924

But I also wonder is this the right body for me to express my concerns to? I, I think you're one of them because you're involved in oversight of projects and I think recommending to them budgetary stuff and things like that.

871

02:22:22.645 --> 02:22:29.094

And, and really, I, I see any additional money going to this at all bad. It's good money going after that.

872

02:22:29.364 --> 02:22:39.534

And it's good money that could the LCD is already aware of solution where they need all of the policy guidelines in that of the,

873

02:22:41.065 --> 02:22:41.694

I guess the,

874

02:22:41.694 --> 02:22:42.684

I'm not an expert in that,

875

02:22:43.135 --> 02:22:47.784

but they've had in their hands presented since the original contingency system,

876

02:22:48.059 --> 02:22:51.354

which had to go into place within the system failed on November,

877

02:22:51.354 --> 02:22:51.594

first,

878

02:22:51.594 --> 02:22:57.325

two thousand and seventeen they'd be aware of solutions available in the state of Washington.

879

02:22:58.284 --> 02:23:11.274

That are open source. They could do this and they do it now in some ways for people. Yeah. I don't want to advocate for that. I, the guy that runs, it's a friend of mine, I have no financial interest in it, but there are solutions that can be built in Washington.

880

02:23:11.274 --> 02:23:16.555

They do this for a fraction of the money that they've already wasted on this piece of C***. That's non functional today.

881

02:23:17.485 --> 02:23:28.165

The listed in some of the materials, and I was disappointed by the way that the materials are available on the website was a two pager from the and when I saw this deck that was there, I would love a copy of it.

882

02:23:28.194 --> 02:23:42.295

I get one, but the two pager alone and a number of errors and ups and you just need. It's a way of framing the communications that I've seen the do to this identity to the legislator, direct legislature directly and a couple of other entities around the state.

883

02:23:42.295 --> 02:23:57.114

Where I will not say that if it's certainly not lie, but there's an, is that there's a lack of honesty in the communications in terms of how things are framed and what the meaning is coming out the other. It's simply does not reflect the reality of the situation.

884

02:23:58.104 --> 02:24:00.264

One of the materials that I saw was on the deck.

885

02:24:01.434 --> 02:24:10.225

It's functioning with the caveat is functioning with the caveat it's functioning with caveat posted those caveats to think about it. Ask them some tough questions. What do they mean by that? Caveat?

886

02:24:11.549 --> 02:24:23.125

It's not function. It's functioning in that in the morning it's running on the server somewhere on the Amazon cloud and a whole bunch licenses can occasionally go into the thing and access it.

887

02:24:23.819 --> 02:24:35.844

The data in the system are of highly questionable value today. And I see that from direct Amazon experience you'll see the, I'm sure is aware of this. They've begun to decrease the amount of data they were they report from it.

888

02:24:36.270 --> 02:24:50.184

The they absolutely, because they're afraid of the accuracy of that. They're concerned about the accuracy. They simply cannot regulate or certainly enforce this industry adequately.

889

02:24:50.215 --> 02:25:04.254

If they do not have accurate information about it. That's at that point. They mentioned in their presentation. Something about. I just lectures in the future and the policy makers being able to make better informed decisions on on how to do the animals two point zero and all that.

890

02:25:05.395 --> 02:25:17.245

Without a functioning traceability system, you lose ninety percent of the utility of that the information utility and the information this industry is spinning out there. And that is such a shame.

891

02:25:17.790 --> 02:25:28.614

But not only allows this to occur when they lost that contract. And the transition in the fall, two thousand and fifteen, but for the ensuing two plus years.

892

02:25:29.190 --> 02:25:39.504

So ask yourself why the vendor not even want to entertain an extension, let alone a, you know, rebuilding for the contract. Well, there's two there's two things in common there.

893

02:25:39.504 --> 02:25:48.985

One is the vendor one is the agency that we're doing, we didn't want to do business with that agency because there are traceability vendor and you have to be accurate and you have to do things when it's supposed to be in.

894

02:25:50.129 --> 02:25:55.465

I suspect some of the things that the wanted them to do or inconsistent so.

895

02:25:56.489 --> 02:26:07.104

Speculative on my part this agency is showed again and again, and again that they have difficulties in this space please don't give them an open ticket to continue running it.

896

02:26:07.409 --> 02:26:21.354

The risk the state, and the industry face right now is the, as where it comes to the realization of household transparency they have data, I think is tremendous and please, let us get there. So.

897

02:26:22.854 --> 02:26:37.829

That's my two bits. Thank you for what you do. I appreciate everything. Your new dashboard. I'll give it a little bit more time. I, I saw it first time. It was harder for me to navigate in terms of tracking a project over time. I'm going to give it a few weeks, and I'm just gonna use some feedback. Yeah.

898

02:26:37.885 --> 02:26:50.815

Okay. Okay. Okay. Is it possible to get a copy of the deck state? Just yesterday with a copy and the presentation slides are typically in draft format until the day before yeah.

899

02:26:50.815 --> 02:27:05.065

So, they don't get posted and yesterday morning until the day, I wasn't aware of this meeting and that they were gonna be participating. So thank you for having it down here. I appreciate what you guys do. And that's what we gonna get a functioning traceability system.

900

02:27:05.065 --> 02:27:16.555

That doesn't need some pretty significant caveats, jumping questions. You guys ask them two questions and they answered and the second one was, is there any impact who's been impacted by this?

901

02:27:16.764 --> 02:27:30.774

And they said, well, you know, licensees, maybe, but we haven't been able to get an estimate of it. I'll give you an estimate of it. You've got eleven hundred licenses pretty well they said fifteen hundred, eleven, hundred, active licenses right now, in terms of being generated revenue in the last year.

902

02:27:31.350 --> 02:27:46.165

If each of those licenses had to put one person for one day, a week on the projects of doing traceability, which is probably not too far off as a baseline estimate. That's basically you're looking at about two hundred and thirty.

903

02:27:47.670 --> 02:27:57.354

For the year have been sucked up on the part of the licensees in this industry. Two hundred and thirty. Even if they're minimum wage your up plus a million dollars and that.

904

02:27:58.915 --> 02:28:03.985

We have possibly a year plus ten million dollars of of impact to salary and benefits.

905

02:28:04.674 --> 02:28:19.375

That's almost an order of magnitude bigger than the impact they showed on their thing and that's one day a week for eleven hundred licenses gives you that much of an estimate. That's an example of communication to identity. It makes it. Look. Okay. It's not.

906

02:28:19.375 --> 02:28:33.055

It's horrible. And they know it's one for their for their constituents, their stakeholders. That's the agency that's just being presented. Thank you. Thank you very much. I have to go and do we have any other business?

907

02:28:33.084 --> 02:28:34.944

I don't do any of the other public comment.

908

02:28:36.510 --> 02:28:41.155

Okay, thank you. Guys for having. Thank you. Thank you. Okay, we're going to adjourn then thank you. Everybody.

909

02:28:45.145 --> 02:28:45.385

No.

910

02:28:48.209 --> 02:29:02.665

So, what are you doing? Oh, my gosh. Are you still living?

911

02:29:05.334 --> 02:29:15.204

Oh, my God. You know, and we just sent her so yeah, that was.