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Business, Consumer Services and Housing Agency  
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**To: Board Members**  
**Subject: Executive Officer Report**

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### Update on Business Modernization Activities

Business Modernization is a process the Board must undertake to determine what, if any changes are appropriate to systems used by the Board to support licensing and enforcement related activities. The process involves a number of activities that must be performed to guide the process and ultimately support any outcomes reached.

Business modernization activities include working with the Department of Consumer Affairs Organizational Improvement Office to develop prerequisite process mapping and functional requirements. These activities provide Boards with an opportunity to clarify business rules while also identifying future needs to an information technology platform. Several activities comprise these efforts including the development of process mapping documenting the Board's current processes, as well as could-be mapping that offers recommendations for process to be reengineered through new systems, online processing and removal of outdated or unnecessary steps. Following these mapping activities, functional requirements are identified to capture all system needs and requirements.

The business modernization process follows California Department of Technology PAL process. The PAL process involves includes four stages: 1) Business Analysis, 2) Alternatives Analysis, 3) Solution Development, 4) Project Readiness and Approval.

The Board has completed all process mapping and is finalizing its functional requirements document. It is anticipated the new system will have the ability to accept applications, supporting documents, and payments online as well as provide a resource for applicants to monitor the status of their application. It is hopeful the system will also have a means for licensees to manage renewals online, update addresses and submit other required documents. The Board is also exploring innovative options such as potential use of digital licenses.

## Medical Board of California 2023 Guidelines for Prescribing Controlled Substances for Pain

The Medical Board of California recently updated its [guidelines](#) for prescribing controlled substances for pain. These guidelines can serve as a helpful tool to pharmacists when exercising corresponding responsibility. The Medical Board has established an email for questions or comments, [PrescribingGuidelines@mbc.ca.gov](mailto:PrescribingGuidelines@mbc.ca.gov).