

BreEZe Update

Licensing

We began using BreEZe on October 9, 2013. Although Breeze is an improvement to our outdated legacy systems, we are finding issues that need to be addressed:

- 1) For every issue, an incident report (SIR) has to be submitted to Office of Information Services. Currently we have 16 SIRs that have been submitted and 11 more to submit. (These are new SIRs submitted after Breeze went live).
- 2) It takes longer to process an application through transactions (what would normally take us one step using the old system takes three or more steps to perform in Breeze).
- 3) There are functions that used to be available to licensing but can't be accessed through BreEZe. There are reports that were available through the legacy systems that are not available in BreEZe for our use.
- 4) Currently only license renewals and change of address capabilities for licensed psychologists are available online.

Enforcement

In a nutshell, we need to continue to dedicate staff resources to BreEZe implementation. We can expect to continue to identify issues that need to be fixed as it is still early in the roll out phase. Release 1.04 will go live on January 26th. This will have several program improvements and at least two enforcement fixes will be included (missing activities and additional allegations will be fixed). We are still using many workaround processes while we wait for our SIR's to be completed. This makes it difficult to establish our business process.

Current Issues

Additional configuration was need for enforcement related secondary status codes which was completed last week. Testing will be needed once this is elevated to a programmer.

Enforcement has four outstanding tickets and two SIR's that need to be tested. I have approximately 20 pending issues that have to be worked to determine whether a ticket needs to be submitted.

All enforcement related payments received are not updating properly. We've met with cashiering staff twice and staff is continuing to work towards a resolution. At this point, we are waiting for additional information to determine if the problem is on the cashiering side or the enforcement side. Once this is determined, the appropriate ticket can be created to resolve the issue. In the meantime, no payments are updating to the enforcement record.

Enforcement reports are not currently working and many are not available yet. Staff is continuing to work with BreEZe staff on a resolution. I've identified six additional reports that are needed and a ticket will need to be prepared and submitted.