



CALIFORNIA DEPARTMENT OF
FOOD & AGRICULTURE

2023

NASCIO

AWARD NOMINATION



State **California**
Agency **California Department of Food and Agriculture**
Award Category **Digital Services: Government to Business**
Project Title **Registered Service Agency Portal
Measured Improvements for Business Partners**
Project Dates **March 2022 to November 2022**
Contact **Amar Hariharan, Chief Information Officer
Amar.Hariharan@cdfa.ca.gov**

Executive Summary

The California Department of Food and Agriculture (CDFA) administers the Registered Service Agency (RSA) Program in support of California Business and Professions Code, Division 5, Chapter 5.5 (AB 376, Floyd, Chapter 364, Statutes of 1999). Chapter 5.5 was enacted to address the problem of millions of transactions occurring in California daily in which something is weighed or measured on equipment that consumers require assurance of accuracy. The RSA Program, within the CDFA's Division of Measurement Standards (DMS), is responsible for registering over 500 Service Agencies and licensing over 2,000 of their employees (Service Agents) who install and/or repair commercial weighing and measuring devices. Currently, there are nearly 1.85 million commercial weighing and measuring devices registered in California. Commercial devices found out of tolerance or defective are rejected by the County Weight and Measures officials, County Inspectors, and must be properly repaired and tested to ensure the equipment meets required accuracy tolerances.

The Registered Service Agency Portal replaced CDFA's legacy Access database solution that was developed and put into place in the early 2000's. This legacy database program was neither user friendly or efficient and only provided back-office functionality. In the legacy database there was no ability for County Inspectors, Agents, or Agencies to view the data the State maintained on the Registered Service Agencies and Service Agents. Deficiencies in the legacy system restricted DMS's ability to collect agency registration fees, agent license fees, and late fees because the current database didn't have the functionality to monitor and track registration and licensing status. Only the agent license exam fees could be paid with a credit card and there was no online payment option for service agency registration and renewals. The agent license exam was a stand-alone application, separate from the registration database, requiring agent licensing data to be manually entered into the registration database.

The RSA Portal provides a flexible and sustainable on-line solution on a Software as a Service (SaaS) platform which provides technology, security, and application version upgrades. The RSA Portal project was a significant technological shift for the department, following the April 2022 CDFA Technology Roadmap. The RSA Portal was the first CDFA project to utilize a common enterprise platform and lay the groundwork for a comprehensive master data repository.

The RSA Portal project was delivered on time and within budget. The RSA Portal provides single point of access to County Inspectors, Registered Service Agencies and Service Agents to the RSA data that the State collects and maintains. Allowing RSAs to update business data, apply for and renew registration licenses, make payments online, receive automated messages/notices of pending registration expirations and renewals. All through a secure enterprise platform. Giving RSAs the power to replace a commercial device and place it back into service saves the business time and money. It also allows the County Inspectors additional time to verify the accuracy of the device, thus making their inspection schedule more efficient. Ultimately these benefits provide better services to the businesses and citizens of California.

Idea

The CDFA Division of Measurement Standards legacy Registered Service Agency systems were reaching the end of useful life and supportability. DMS needed a single, integrated system to improve program efficiency and effectiveness, to increase the quality of data, and increase access to RSA data to all stakeholders.

CDFA's goal was to create a solution to increase the effectiveness of the Registered Service Agency program. The RSA Portal increases program efficiency by providing online access to RSA program data, improving customer service and access, and reducing reliance on hard copy postal communications.

The RSA project identified four key objectives, which were fully realized by project close out, December 2022:

Objective 1:	Improve customer and stakeholder service through strengthening CDFA's internet and website presence by updating information systems capabilities and databases.
Objective 2:	Reduce operating costs by providing accurate and reliable on-line data resources to customers and county officials.
Objective 3:	Improve timely payment of registration and licensing fees, allowing a Service Agency on-line access to make payments.
Objective 4:	Consolidate Registered Service Agency and Registered Service Agent Exam information into the same data repository to ensure that resultant data is accurate and properly referenced.

Implementation

The CDFA created an online system for the Registered Service Agency data. The RSA Portal allows Registered Service Agencies to access their registration certificates, update data that the state has in respects to their current registration, apply for registration renewals and pay registration fees. Service Agents can update their professional contact information and obtain copies of licenses. The RSA Portal also allows County Inspectors and county staff to look up Registered Service Agency and Service Agent data while in the field, no longer being reliant on DMS staff availability to take phone calls and respond to emails.

CDFA began the RSA Portal project in March 2022 and rolled out the planned minimum viable product in just over 8 weeks. Remaining system functionality was rolled out in two subsequent releases in September 2022 and November 2022.

CDFA completed the RSA Portal close out with the submittal of the project Post Implementation and Evaluation Report to the California Department of Technology in January 2023.

Measuring Success

Minimum Viable Product (MVP)

The MVP included migration of Registered Service Agencies and Service Agents data for those that would not need to renew a registration before the end of the 2022 calendar year. These Registered Service Agencies and Service Agents had full access to current registration and license data, ability to modify business data, and ability to print licenses. *(Implemented March 2022)*

Release 2

This release included back-office functionality for CDFA RSA program administration staff, implementation of registration certificate renewal application, new Registered Service Agencies application processes, and online payment processing. *(Implemented September 2022)*

Release 3

The final release migrated the remaining Registered Service Agencies and Service Agent data, included county user functionality, and reporting features for all stakeholders. *(Implemented November 2022)*

Project Closeout

Transition to Maintenance and Operations support to CDFA Office of Information Technology Services support teams, completion of user training and support guides, and submittal of Post Implementation and Evaluation Report to the California Department of Technology. *(Completed January 2023)*

Impact

The RSA Portal is a flexible and sustainable application solution built on a Software as a Service (SaaS) platform which provides technology, security, application version upgrades, and follows the April 2022 CDFA Technology Roadmap.

Benefits to Registered Service Agencies

- Provides 24/7 access to the Agency profile
- Provides efficiencies by:
 - Print the Agency Registration Certificate
 - Track and monitor registration and license status
 - Process a renewal request from start to finish online
 - Pay fees electronically
 - Self-manage service agents associated with the business
 - Update the agency profile
 - Receive timely automated communication for certificate renewals



Benefits to Registered Service Agents

- Provides 24/7 access to the service agent profile
- Ability to update agent profile
- Print their registered service agent license



Benefits to County Weights and Measures

- Provides 24/7 access to the Agency & Agent information
- Access to data anywhere there is internet access
- Improved accuracy of agency and agent data
 - Ability to search and view registered service agencies
 - Ability to search and view registered service agent licenses
 - Ability to view Registration Certificates
 - Gained efficiencies in inspection schedules



Benefits to CDFA

- Improved customer and stakeholder service and response time
- Streamlined business processes
- Reduce operating costs
- Improve data quality by consolidating data into a single repository
- Receive timely payment of registration and licensing fees

