Meeting Notes

SBLT September Meeting

Thursday, September 25, 2014, 1:00-2:30 p.m.

Please send corrections, edits, or additional information to rachael.lindstedt@gov.wa.gov

Location	Columbia River Room, Department of Commerce Building
Purpose	Introduction of Department of Commerce / WABOS Update
Attendance	Linda Alongi • Lara Anderson • Jeff Baughman • Jacki Bayne • Kari Gilje • Scott Hitchcock • Aaron Hoffman • Edmon Lee • Rachael Lindstedt • Servando Patlan • Grant Pfeifer • Patrick Reed • Joseph Ringold • Janet Shimabukuro • Nancy Skewis • Ben Vaught • Una Wiley • Brittany Wilson • Sharon Wong

Agenda Highlights
- Introduction of Department of Commerce,
- OCIO – WABOS Update,
- Agency sharing of improvement process within their agency,
- Future location and time of the SBLT meetings

Introduction of Department of Commerce
Linda Alongi, Department of Commerce presented the Overview of Commerce Programs Power Point Presentation to the Small Business Liaison Team:
- *Small Business Credit Initiative – Is commerce tracking this initiative?* Linda will look into this and let the team know.
- *Small Business Loans – where can staff refer people with questions on small business loans?* The Department of Commerce.
- *Import or Export – where can staff refer people with questions on importing?* Only exporting is funded, but the Department of Commerce can help with importing questions as well.

OCIO – WABOS Update
Ben Vaught, Office of the Chief Information Officer presented a Power Point Presentation to the Small Business Liaison Team:
- *Pictures of Governor Inslee's visit to OCIO – staff were given the opportunity to show off their accomplishments thus far.
- *WABOS Budget* - A Draft Decision Package was submitted as per the budget exercise. OCIO requested an additional $2.89 million - $295k would be the minimum required to sustain the project.
- *Customer Research and Discovery (Deliverables)*
  - Wrap-up report – 163 business owner's interviewed & includes customer recommendations for improvement – did not include big businesses

OCIO – WABOS Update
  - Design Document – What OCIO plans to do with the information obtain from the business interviews – hoping to begin construction by October 1, 2014.
- *Business.wa.gov Redesign*

- o Almost everyone starts with a google search, the redesign of the website will work with google to achieve Search Engine Optimization (SEO)
  - o Redesigning the website based on the customer research – also looking at other state websites for ideas (i.e. Kentucky, Maryland, etc).
- *Pocket Portal (Cross Agency Knowledge Base)* – currently working with web design people to create a one-stop shop to possibly include an Interactive Knowledge Base and Central Ticketing System for Call Centers, as per customer recommendations.
- *Other Information:*
  - o At this point OCIO is working with 100% Qualitative Data and has received over 2k comments from customers regarding WABOS.
  - o ORIA is currently developing a Regulatory Innovation Center – how can it be used to help businesses? By helping to improve information through cross-agency communication and continuing to work with OCIO.

Agency sharing of improvement process within their agency

Edmon Lee, Washington State Liquor Control Board:

- *Feedback on application status* – No communication from Liquor Control Board (LCB) on permit/license applications equals approved status. Applicants were unaware of this process and would contact LCB to determine the status of their applications. LCB started to track the types of calls to determine the issue and upon learning the majority of their calls were related to application status, they added the process information to their website and started e-mailing the status to applicants. This reduced the overall phone calls by half.
- *Training (12 major license types)* – Training for 12 of the major licenses issued by the Liquor Control Board included a 70+ page power point presentation with a verification document at the end. This did not guarantee licensees fully understood the required rules and regulations for each of the license. LCB decided to start replacing the power point presentations with videos to allow the training to be more interactive and provide a higher likelihood of well trained licensees.
- *Update Database System (Legacy)* – The database system used by LCB staff was designed using an antiquated programming language (COBOL) and the IT Staff familiar with this language are close to retirement. LCB is currently researching other database systems and programming languages to update their current system.

Future location and time of the SBLT meetings

Sharon Wong, Office for Regulatory Innovation and Assistance:

- The times and locations of the SBLT meetings will continue to change until a permanent location is decided. The next meeting will be on October 23 at the Department of Commerce Building - 4th Floor Sunrise Room.