

### Technology Alignment for Texas State Board of Pharmacy

Technology Initiative	Related Agency Objective	Related SSP Strategy/ (IES)	Status	Anticipated benefit(s)	Innovation, Best Practice, Benchmarking
1. Replace Licensing, Enforcement, Cash database system Hardware/Application	All Objectives	1.01.01 2.02.01 2.01.02 3.01.01	Planned	Replacement of outdated hardware. Improved functionality. Cost reduction. Improved Disaster Recovery.	Best Practice: Utilized DIR Consolidated Data Center and negotiated contracts
2. Refresh Agency computer systems according to established equipment replacement schedule	All Objectives	1.01.01 2.02.01 2.01.02 3.01.01	Current	Minimizes systems downtime. Enhanced security and productivity.	Best Practice: Utilized DIR negotiated contracts
3. Extend existing internal network to remote staff	Objective 2. To deter and reduce the incidence of violations of the law through compliance inspections.	2.01.01	Planned	Increased remote staff productivity. Reduced records retention concerns.	
4. Increase Public's electronic access to information and data	Objective 1. To operate a licensure system. Objective 2. To deter and reduce the incidence of violations of the law through compliance inspections.	1.01.01 2.01.01	Current	Increased information to Public. Reduction in calls to Agency.	
5. Implement a managed customer service center to handle the majority of compliance and licensing Questions	Objective 1. To operate a licensure system. Objective 2. To deter and reduce the incidence of violations of the law through compliance inspections.	1.01.01 2.01.01	Planned	It is anticipated that the customer service center will free up much needed work hours for existing staff and allow for greater efficiencies in license, complaint, and open records processing.	Benchmark: It is estimated that the percent of time spent by existing staff, answering telephone calls relating to compliance, legal, open records, and licensing, is equal to approximately 3 to 4 FTE's.
6. Expand electronic file systems	Objective 1. To operate a licensure system. Objective 2. To deter and reduce the incidence of violations of the law through compliance inspections.	1.01.01 2.01.01	Planned	Increased staff efficiency. Reduced paper costs. Improved Disaster Recovery preparedness.	Best Practice: Utilized DIR negotiated contracts