NEVADA STATE BOARD OF LANDSCAPE ARCHITECTURE
QUARTERLY MEETING
March 6, 2020

Draft Meeting Minutes

PLACE: Second floor conference room, First Independent Bank, 5335 Kietzke Lane, Reno, NV 89511.
Southwick Landscape Architecture, 1700 West Horizon Ridge Parkway, Suite 203, Henderson, NV 89012

Present in Reno: Melinda Gustin, Marc Chapelle,
Present in Henderson: Laura Miller, Stan Southwick

Staff Present:	Henderson -	Sophia Long, Deputy Attorney General
	Reno -	Ellis Antuñez, Executive Director
Guests:	Phone -	Eric Kelly
	Reno -	Ann E. Rodewald

Call to Order: 10:10AM by President Melinda Gustin

Public Comment: None

3. Meeting Minutes of November 1, 2019, Motion to approve by Stan Southwick, Second by Marc Chapelle. Passed Unanimously.

4. Old Business:

This topic was heard after the presentations of Providers listed in 6. C.

A motion to approve the use of PayPal for accepting credit cards, debit cards and other electronic payments was made by Laura Miller, Second by Marc Chapelle. Passed Unanimously.

5. Executive Director Report:

A. 1) Total Balance of Accounts as of February 28, 2020: $116,639.99
Checking: $3,278.14
Savings: $67,025.54
CD: $46,336.31

2) A review of Current Budget Statement: Profit & Loss Budget vs. Actual indicates that the board may show a net gain compared to the budgeted loss.

3) A review of the Profit & Loss from the Previous year indicates a smaller net gain than in FY19. Due to Executive Director bonus, office moving expense, increase in office rent and iT monthly costs.

A motion to accept the Financial Report by Marc Chapelle, Second by Laura Miller. Passed Unanimously.

B. Number of Licenses granted via reciprocity by CLARB Council Record this Quarter of 2020 5, with one month to go. The 4th Quarter of 2019 there were 10.

C. Discussion and Review of Board and Commission Training that was attended by Melinda, Laura, Stan & Ellis on November 18, 2019.

D. A discussion and review of the Legislative Counsel Bureau Annual Audit followed.

E. A discussion and review of the recommendations from the Governor's Finance Auditor and Executive Branch Audit Committee (EBAC) and Annual Salary Questionnaire followed. The recommendations are being made to place all Title 54 boards within Business and Industry Department of Administration. This will take a bill to the legislature next year to make this happen. The annual salary questionnaire was for FY20 & FY21, the board uses a yearly budget not a biannual budget.
F. On January 10, 2020, a presentation to the Sunset Subcommittee concerning the implementation of Continuing Education Policy was made by Ellis as per the Subcommittees request.
G. The board reviewed the new renewal form that includes the Report of Existence of Nevada Business License, as per NRS622.240 that was enacted in the preceding legislative session.
H. The board was informed that there are 2 enforcement cases at present time. No details were presented. Informational only.
I. Ellis has been attending the Nevada Construction Industry Regulatory Committee (NCIRC) to review and update the Blue Book. Estimated to have the final book out by mid-2020.

6. New Business

A. The following reciprocity applicants were reviewed for licensure:

1) Sean Morgan, Motion to Approve by Laura Miller, Second by Marc Chapelle. Pass Unanimously.
2) Eric Freeman, Motion to Approve by Marc Chapelle, Second by Laura Miller. Pass Unanimously.
3) Jack Kiesel, Motion to Approve by Laura Miller, Second by Stan Southwick. Pass Unanimously.

The following applicant for LAIT was reviewed:

4) Amanda Rookey, Motion to Approve by Laura Miller, Second by Stan Southwick. Marc Chapelle was recused as he is her direct supervisor. Motion Passed.

The following applicant was reviewed for a New License:

5) Eric Kelly, Motion to Approve by Laura Miller, Second by Stan Southwick. Passed Unanimously.

The following applicant is applying to be allowed to take the LARE in accordance with NRS623A.187 & NAC623A.226, work experience.

6) Gerardo Banuelos-Salazar, Motion to Approve by Marc Chapelle, Second by Stan Southwick. Pass Unanimously.

B. Review and Discussion of the Contract for Anne E. Rodewald DBA. Small Office Management for bookkeeping services until June 30, 2022. Motion to Approve by Laura Miller, Second by Marc Chapelle. Passed Unanimously.
C. A Presentation by GL Solutions for on-line provider for License Application, Renewal and Registration was reviewed. Thentia and Big Picture software were not heard. A discussion followed by the board. No Action was taken.

D. A Review and Discussions of Continuing Education Providers followed.

1) To complete Quality Water Efficient Landscape (QWEL) curriculum and obtain documented certification from any QWEL approved program for 1 CEU. The courses taken for continuing QWEL credits will be granted 1 credit each. The QWEL curriculum, provides for field testing, a written test and a certification provided to the participant. Motion to approve by Laura Miller, Second by Marc Chapelle. Passed Unanimously.

2) Occupational Safety and Health Administration (OHS). The courses presented do not represent topics that provide for the Health Safety and Welfare of the Public through Landscape Architecture. Motion to not approve OSHA courses for Continuing Education Units, made by Stan Southwick, Second by Laura Miller. Passed Unanimously.

3) Nevada Landscape Association Conference was presented and discussed. Motion to approve 1 credit for the Irrigation Track made by Marc Chapelle, Second by Laura Miller. Passed Unanimously.

4) Urban Land Institute (ULI) courses and seminars was discussed. A motion to approve credit for courses taken through the ULI made by Marc Chapelle, Second by Stan Southwick. Passed Unanimously.

5) Discussion of allowing credit for Arizona 2-day Certified Arborist Review followed. Motion to approve 1 credit for the course made by Laura Miller, Second by Stan Southwick. Passed Unanimously.

E. A request for New Articles to be written for the Website and New Photos of Projects to replace current revolving photos on Home Page of Website.

F. Fees were increase in NRS623A at the 2019 legislative session. NAC623A fees should reflect the changes. This will require a workshop to solicit comments. Motion to schedule a Workshop for May 8, 2020, time to be determined, by Marc Chapelle, Second by Laura Miller. Passed Unanimously.

G. During 2018, various sections of NAC623A pertaining to administrative processes of enforcement were changed to delete ‘President or designated board member’ and replace with Executive Director. NAC623A.511 was not changed, therefore, a workshop is required. Motion to schedule a workshop on May 8, 2020, time to be determined, by Laura Miller, Second by Marc Chapelle. Passed Unanimously.

H. Discussion and Review of AB 319 and how NRS623A.065 & NRS623A.280 relates to allowing person(s) with criminal background to obtain a license to practice. As NAC623A.505 through 509 & 515 provides the Executive Director to review and determine if the complaint meets requirements set forth in NRS623A and NAC623A. A motion was made to develop a policy to allow the Executive Director to review and determine the application pursuit to Assembly Bill and sections of NRS & NAC. If the applicant is denied, the applicant may appeal to the Board of Landscape Architecture. Motion by Stan Southwick, Second by Marc Chapelle. Passed Unanimously.

J. Discussion about new renewal certificate being sent out as an electronic PDF that will be printed out by the licensee. A motion to institute this for the upcoming renewal was made by Marc Chapelle, Seconded by Stan Southwick. Passed Unanimously.

7. Council of Landscape Architecture Report

Marc Chapelle reported on CLARB events. The region 5 meeting was attended by Melinda, Stan & Ellis. Marc and Laura, attended the New Member and Executive Board member orientation in Washington D.C.
Marc has been nominated for an at-large position on the board.

1) ARPL – Alliance for Responsible Professional Licensing has been holding webinars to explain the reason for implementation and what resources are available.
2) Prepare an invitation to elected officials for the August 21, 2020 meeting for a luncheon meet & greet.

B. No ASLA Representative report.

C. 1) Next CLARB meeting is in New York, New York on September 10-12. Hotel information to be sent out soon.
2)Other Dates & Locations for CLARB Annual Meetings.
2021 Phoenix, Arizona
2022 Atlanta, Georgia
2023 Omaha, Nebraska
2024 Seattle, Washington

8. Topics for Future Board Meetings

1) Annual Review of Executive Director – May 8
2) Review and Approve Fiscal 2021 – May 8
3) Policy pertaining to implementing AB319 mandate. – May 8
4) Draft Invitation for August Meeting
5) Workshops information & feedback – August 21

9. Next meeting dates and locations

1) May 8, 2020 - Virtual Meeting
2) August 21, 2020 – Full Board in Reno
3) November 6, 2020 - Virtual Meeting or Full Board in Las Vegas

10. Public Comment: None

11. Meeting Adjourned 3:02 PM

Agenda Item 6.C.2

thentia

OPEN REGULATE

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Solution Proposal
February 21, 2020

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Ellis Antunez - Executive Director

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Nevada State Board of Landscape Architecture

1755 E. Plumb Lane, Suite 107
Reno, NV 89502

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1. EXECUTIVE SUMMARY

1.1 About Thentia

With headquarters in Toronto, Canada and U.S. operations based out of Portland, Oregon, Thentia offers a range of enterprise technology solutions designed specifically for regulation, compliance and governance needs across a variety of professions and trades.

With a significant share of the professional regulatory market in North America, we continue to learn, adapt, and expand the scope of capabilities to meet the niche requirements of our industry.

Since 2014, Thentia has consulted with both self-regulated and private business clients to develop a sophisticated process; ensuring our custom regulatory solutions are designed, architected and quality-assured in a timely and professional manner. We employ former regulatory professionals as their expertise and insight is invaluable to ensure all variances in client legislation and process are understood and represented accurately.

Every organization is unique, and our mission is to constantly improve and refine our platform by keeping pace with changes in regulatory practice and supporting technologies. It is our goal to provide complete solutions that are secure, user-friendly, responsive, comprehensive, and accessible.

We take an open consultative approach to understand your needs, and simultaneously will also play an advisory role to impart best practices - helping you achieve regulatory excellence.

1.2 Solution Overview

Open Regulate

Open Regulate – Thentia's best-in-class regulatory database solution - powers a comprehensive suite of user application modules that support all critical regulatory standards and administration, such as:

- ✓ Registration and renewals
- ✓ Case management (complaints / discipline)
- ✓ Inspections
- ✓ Quality assurance management
- ✓ CE auditing
- ✓ Invoicing and payments
- ✓ Document management
- ✓ Reporting and analytics
- ✓ Communication management
- ✓ Alerts and notifications
- ✓ Workflow automation
- ✓ Third-party integrations

An Open Regulate deployment will include all scoped requirements, and be delivered with the following user interfaces:

- ✓ Workbench staff portal (back office data management)
- ✓ Public register (licensee verification)
- ✓ Applicant portal
- ✓ Licensee portal
- ✓ Online forms

And may also include (depending on requirements):

- ✓ Inspection portal
- ✓ Employer/facility portal

Open Regulate is a fully customizable database software solution which will deliver the precise functionality needed by your organization. We incorporate the best elements of your current process and consult with you on new ideas and industry best practices gathered from our experience with past deployments – ensuring we meet all your solution requirements.

Solution Implementation Summary

Our solution implementation approach is comprehensive. Before delving into the technical portion, we develop a conceptual framework around your specific regulatory environment, applicable legislation, professional standards, and by-laws. We then conduct an in-depth review with your team to analyze and document your current operating processes, collaborating on full process enhancement and refinement to create a final configured and customized solution. A dedicated project manager is assigned and guides the project PMI standard project phases. Next, the solution is architected, configured, and customized with your newly mapped and migrated data. This is followed by full testing, user acceptance, training, deployment, production management, and end-user support.

700 SW Fifth Avenue
Portland, OR 97204

1.3 Technology Overview

Database

Thentia's core software platform is built on graph-based database technology, which offers huge advantages in performance and flexibility versus other widely-used relational databases. In a nutshell, performance and responsiveness are improved - by several orders of magnitude – with rapid storage and retrieval of information. In a Graph database, complex data relationships are established and reinforced, and evolve over time as the data changes. With increased data complexity in this model, machine learning, predictive analytics, and real-time reporting can be delivered, as the relationships between your data are harnessed to provide the most intricate and applicable information. There's really no limit to how reports can be customized to refine your data.

Cloud Hosting

Thentia operates all customer database deployments on Microsoft Azure, or if preferred, Amazon AWS. Both exist in a secure configuration with complete logical isolation, encryption at rest (and in transit) at all endpoints, hardware HSM key storage, anti-virus, DLP, DAST, and vulnerability scanning. Our development processes employ SAST. Our deployments are routinely penetration tested to ensure minimization of any potential attack surface. Using the most trusted enterprise-class hosting platforms available world-wide, we benefit - as do our clients - in several ways:

- ✓ Fast to deploy, operate, and scale with both production (live) and pre-production and quality assurance environments
- ✓ Superior data redundancy and disaster recovery
- ✓ 99.8% service uptime guarantee
- ✓ Compliant with Canadian, US and international data privacy laws – e.g. FedRAMP and GDPR
- ✓ Global reach, with data residency meeting country of origin requirements
- ✓ Enterprise security and encryption

Cloud hosting is quickly becoming the new standard for most software service providers, although there remain specific use-cases for deploying on premises at the client's location. Thentia can also offer an on-premises deployment model, should there be a requirement.

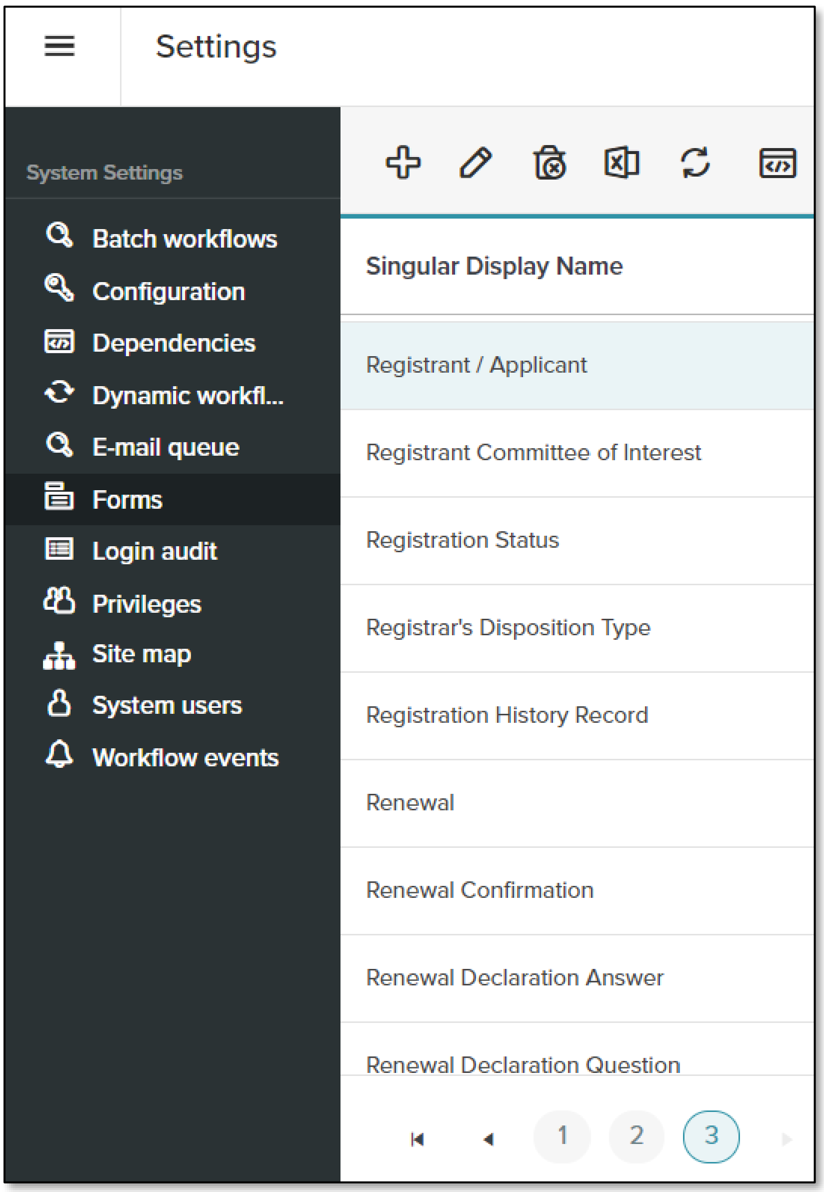
Mobile Responsive and Device Compatibility

The value of a mobile responsive solution that works on all devices and browsers cannot be overstated in today's world of web-based technology - it's absolutely essential. Thentia designs and deploys each of its solutions on modern web standards, offering the highest level of compatibility, accessibility, and usability.

Flexible Design

Out of the box, the solution has a lot of flexibility built into it. All forms in the system are fully configurable, and new forms can be created to support virtually any data collection requirement. Thentia's deployment team, along with privileged users, can make edits using a simple drag and drop tool (no coding required). Drop-down fields are also fully configurable so that field values remain consistent with your data collection requirements and nomenclature, as set out in any applicable governing legislation.

Workbench – Settings / forms



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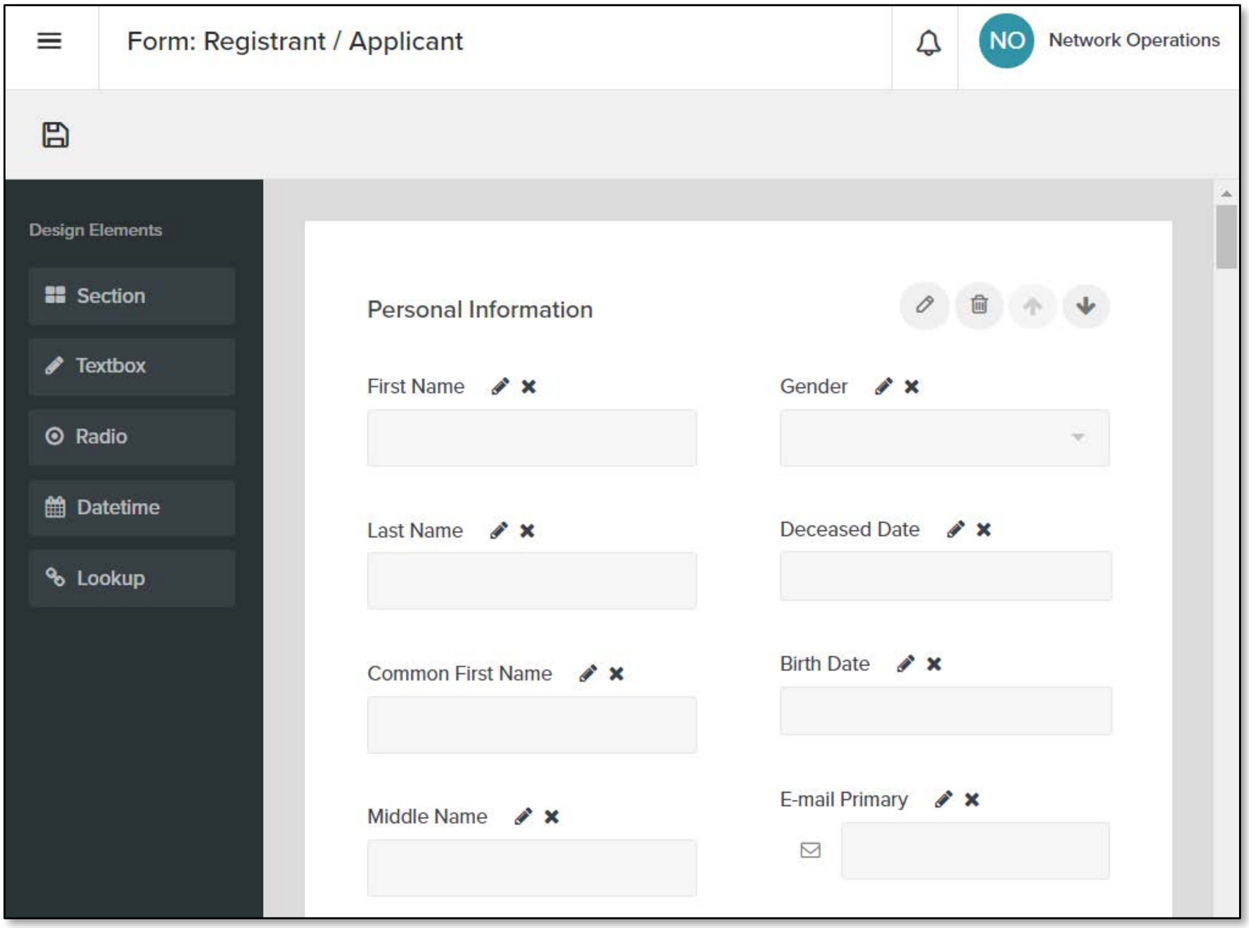
Workbench – Form builder



Third-Party API Integrations

Our proprietary technology stack incorporates best-in-breed open-standards software, and can integrate with virtually any third-party web-based application that offers an Application Programming Interface (API). Most major web-based software providers will publish an API to allow for extended usability of their data applications. Our flexibility to integrate with third-party systems allows us to offer a more well-rounded solution, as well as single sign-on (SSO) capability. Some common examples of third-party applications we've integrated with include:

- ✓ Content management systems (CMS)
- ✓ Learning management systems (LMS)
- ✓ Accounting platforms (e.g. SAP, Dynamics GP, QuickBooks Online, Sage)
- ✓ Online payment processors (e.g. Chase, Moneris, Bambora, Authorize.NET, PayPal)
- ✓ Human resource system integrations (e.g. SAP, Humi)
- ✓ Messaging systems (e.g. Slack, Microsoft Teams, RingCentral)
- ✓ Other web services applications

1.4 Security Overview

Thentia employs an exceptional security mandate across all service platforms and hosting facilities. Three of the five major banks in Canada have run an information security audit against our database software system and environments. Each have also vetted our internal operating procedures. All provided a pass with minimal change in controls.

Some of our information security attributes include:

- ✓ ISO 27001 compliance
- ✓ SSAE compliant data center
- ✓ Biometric fingerprint scanning
- ✓ Proximity card readers
- ✓ 24/7 video surveillance & continuous security officer patrol
- ✓ Strong perimeter defense
- ✓ Network firewalls
- ✓ Threat monitoring
- ✓ Strong password protection
- ✓ Automatic time-out
- ✓ Intrusion detection
- ✓ Anti-virus protection
- ✓ High availability and multi-redundancy
- ✓ Hourly data backup
- ✓ Non-recoverable file deletion
- ✓ Penetration testing
- ✓ Latest version TLS data transmission
- ✓ Data encryption in transit and at rest

For more information on any of these security parameters, please see Appendix A.

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2. OPEN REGULATE: FEATURE OVERVIEW

2.1 Registration

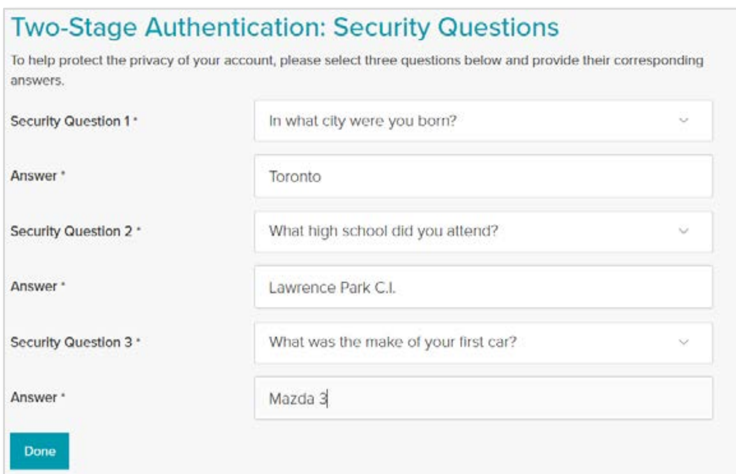
Open Regulate's registration module provides all the required functionality needed to manage a large licensee base (individuals and companies), aided by an intuitive suite of front-end / back-end user interfaces.

Registration Process / Applicant Portal

The registration process is automated from the outset. Applicants first create an account (login and password) and are then guided through a step-by-step process which tracks their progress, and keeps administrative staff updated in real-time through Workbench.

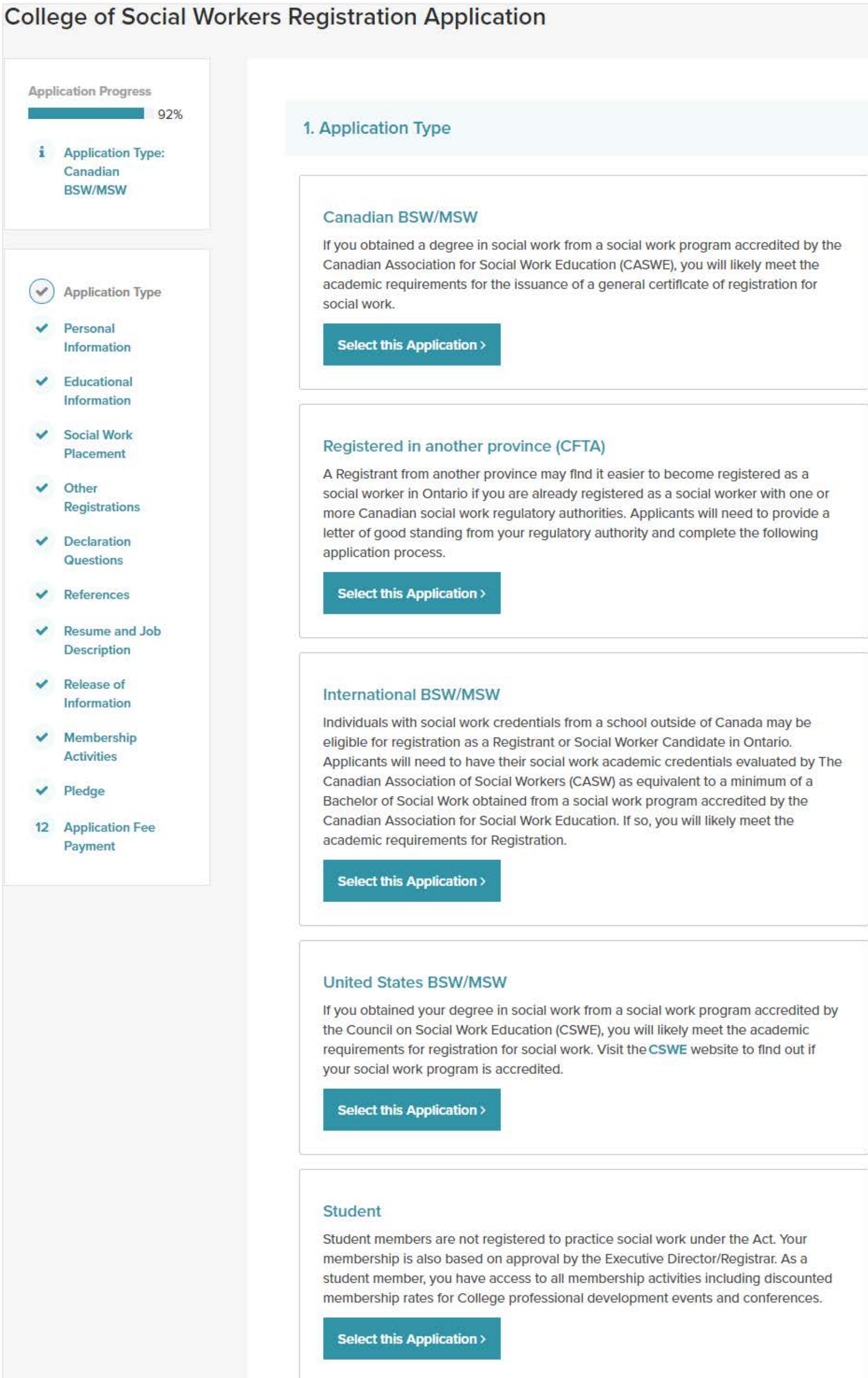
Typically, when an applicant creates an account, they'll be emailed a temporary password and instructions to log in and set a new secure password. Two-stage authentication is employed for added security and is used by the applicant when logging in and resetting a password.

Applicant portal - Two-stage authentication



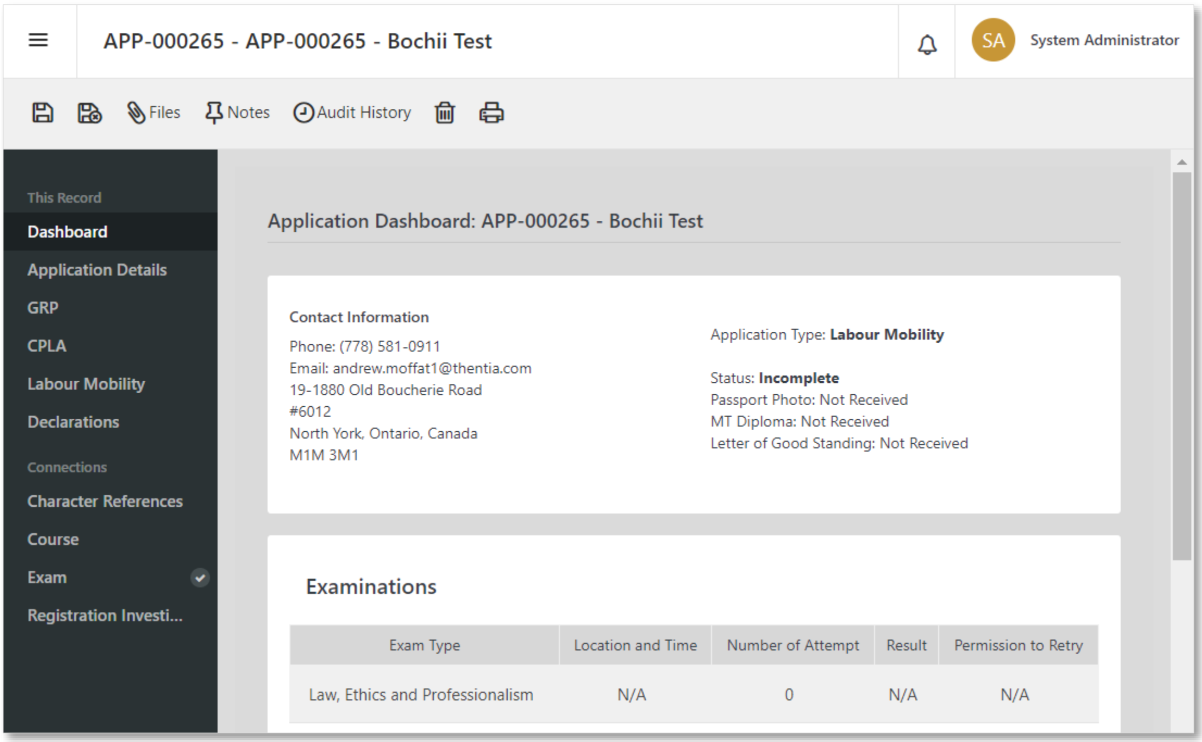
Multiple applicant types can be pre-configured to accommodate a tailored onboarding experience that aligns with the various licensing types of the respective profession/occupation. Once the correct applicant type is selected, the applicant is guided through the application process, which includes online fee payment.

Applicant portal – Stepped process



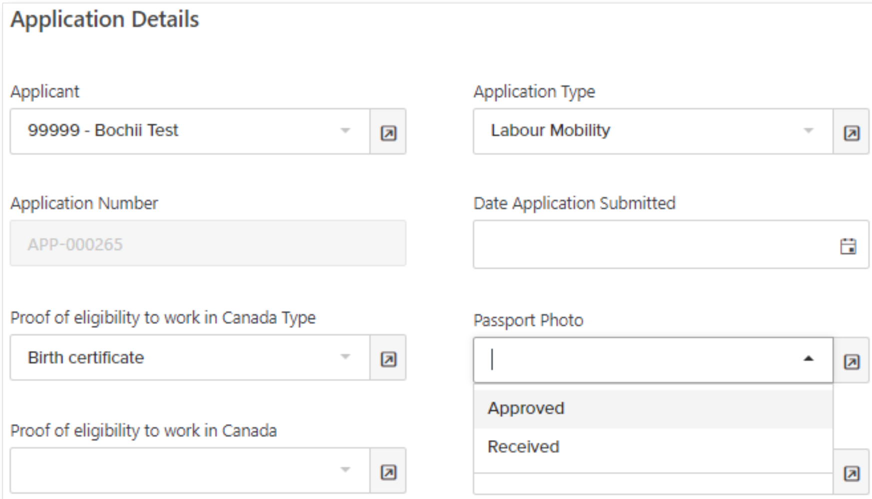
All data related to an applicant is tracked and stored in its own record, independent from the licensee record (which may be modified over time). This means you always have access to the original information used in the initial application.

Workbench - Applicant dashboard



Open Regulate can be programmed to alert administrative staff when pre-defined check-points in the application process have been reached, in turn prompting a response. For example, when an applicant uploads a passport photo or graduation diploma, their application can be temporarily paused, allowing staff ample time to validate and approve the document. Once approved, the applicant will be prompted to proceed with their application.

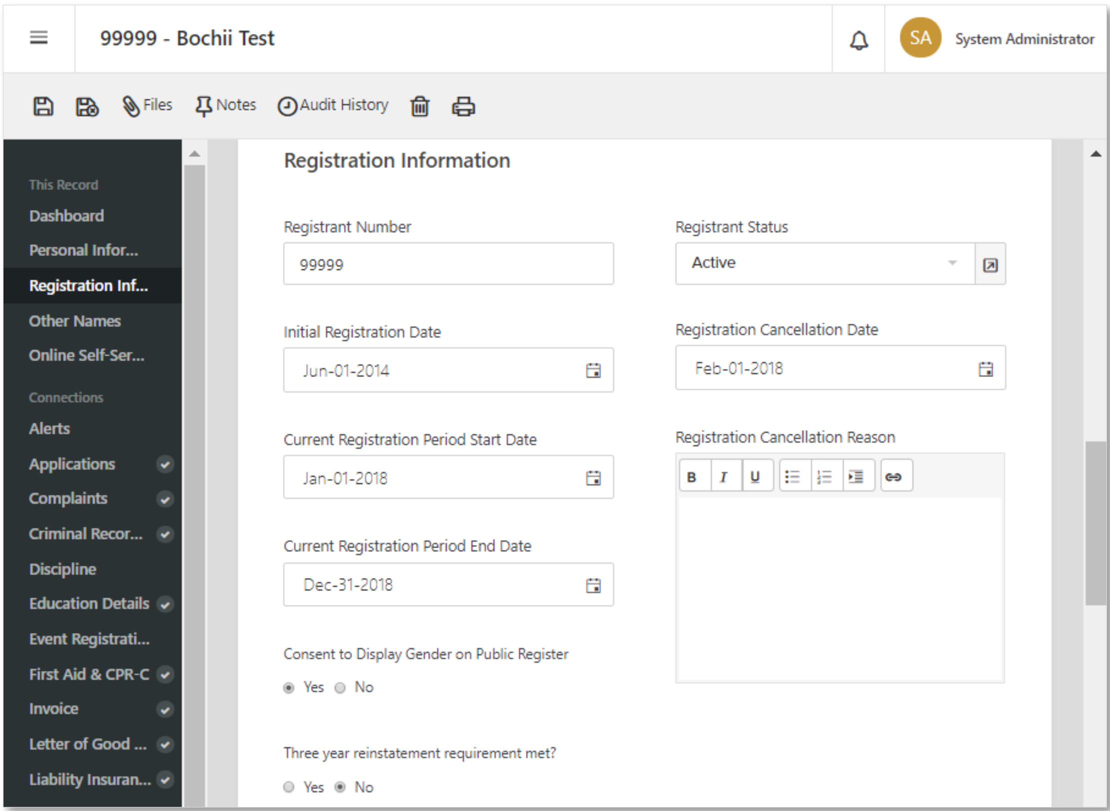
Workbench - Applicant's record



Once the applicant completes the registration process, a licensee account is automatically created in the system and their data record is linked to other major modules, including invoicing and payments, complaints/discipline, and quality assurance.

Below is an example of a licensee record which shows “connections” to other database components and supplementary documentation submitted by applicants/ licensees. This may include education details, character references, employment history, criminal record checks, continuing education tracking, declarations, and more.

Workbench - Licensee record



Each form within Open Regulate contains an audit history log to record all field level changes. The audit log includes: the old value, the new value, and the date and user that made the change. This helps to facilitate easy management of data entry challenges as they may arise.

Workbench - Audit history

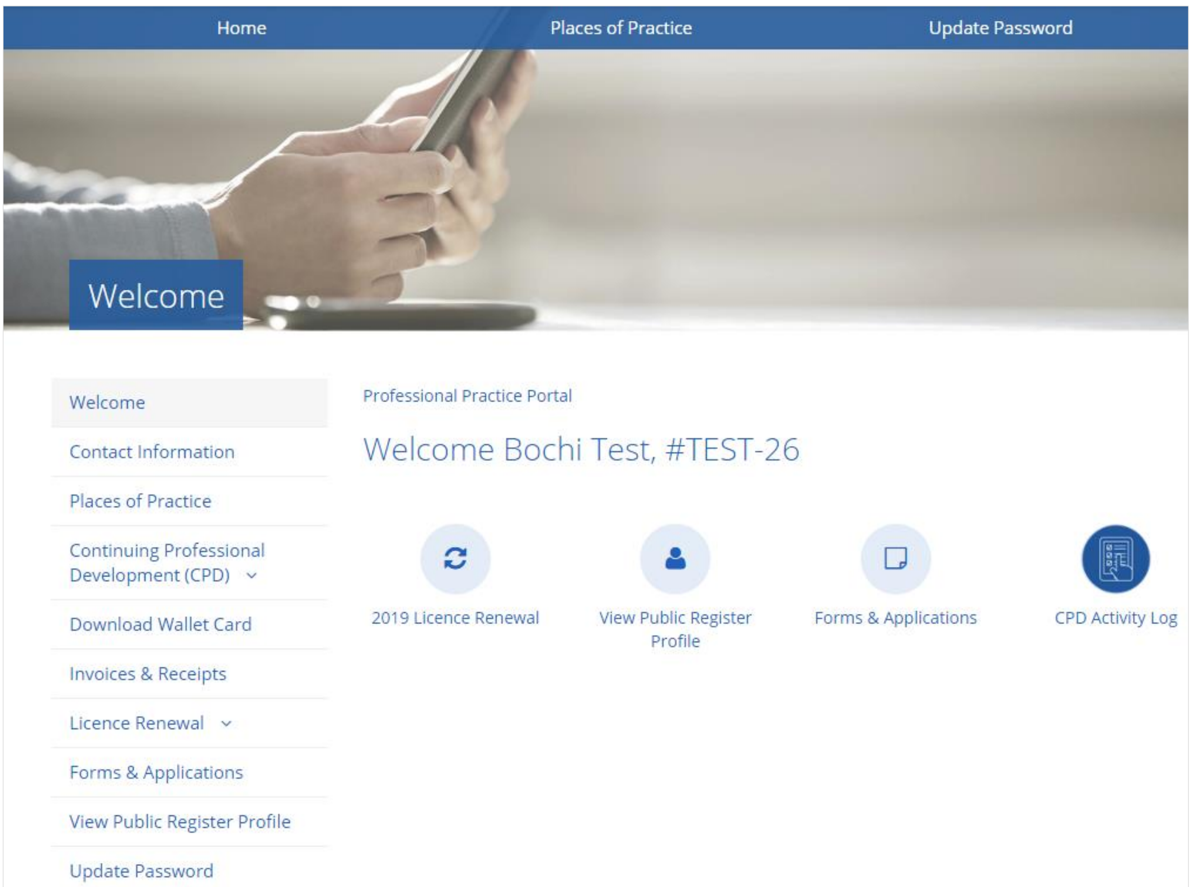
Field Name	Original Value	New Value	Created On	Created By
origami_registrantid	4515246 - John Doe	EXTBPAOS - Test Registrant	Oct-16-2018 05:17 PM	Network Operations
origami_approvedperson	Empty	Test Person	Oct-16-2018 05:17 PM	Network Operations
origami_casetype	Empty	Professional Misconduct	Oct-17-2018 03:40 PM	Network Operations
origami_registrantid	EXTBPAOS - Test Registrant	99999 - Test Registrant	Oct-17-2018 03:24 PM	Network Operations

2.2 Licensee Self-Serve Portal

The secure online self-serve licensee portal provides licensees and companies with the ability to manage their personal and professional registration profile information, upload/download documents, track and manage continuing education requirements, apply/renew licenses and certifications, and make payments.

Furthermore, the portal's user interface and user experience can be designed to accommodate most custom activity tracking and workflow requirements, as well as match your branding specifications.

Licensee portal - Lobby page



As licensees make changes in the portal, the data is updated in real time in the Workbench admin portal and an audit history log is created to reflect the change. This allows administrative staff to keep an accurate view of licensee information at any given time.

2.3 Renewal Management

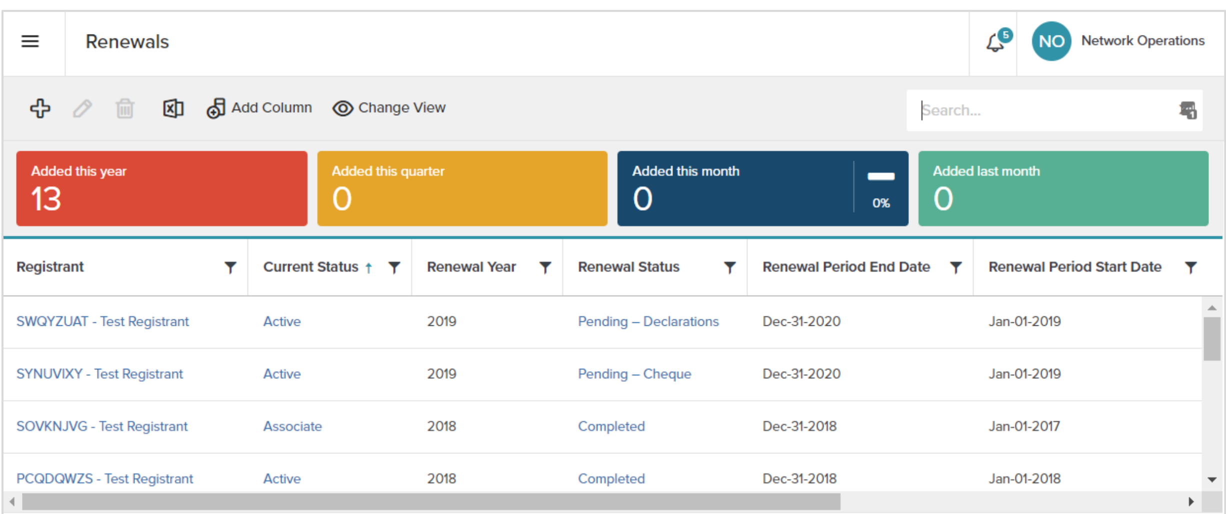
Effectively managing the renewal process is an administrative operation of utmost importance to every professional regulator. It's important to get it right. Our system, which runs on graph database technology, can manage hundreds of thousands of transactions a second. This means you'll never encounter server delays or system crashes at critical times like renewals.

Open Regulate makes managing renewals easy and stress-free for staff administrators. We help you design a process that can be fully automated from start to finish and allows administrators to manually intervene where necessary. A typical renewals process may look something like this:

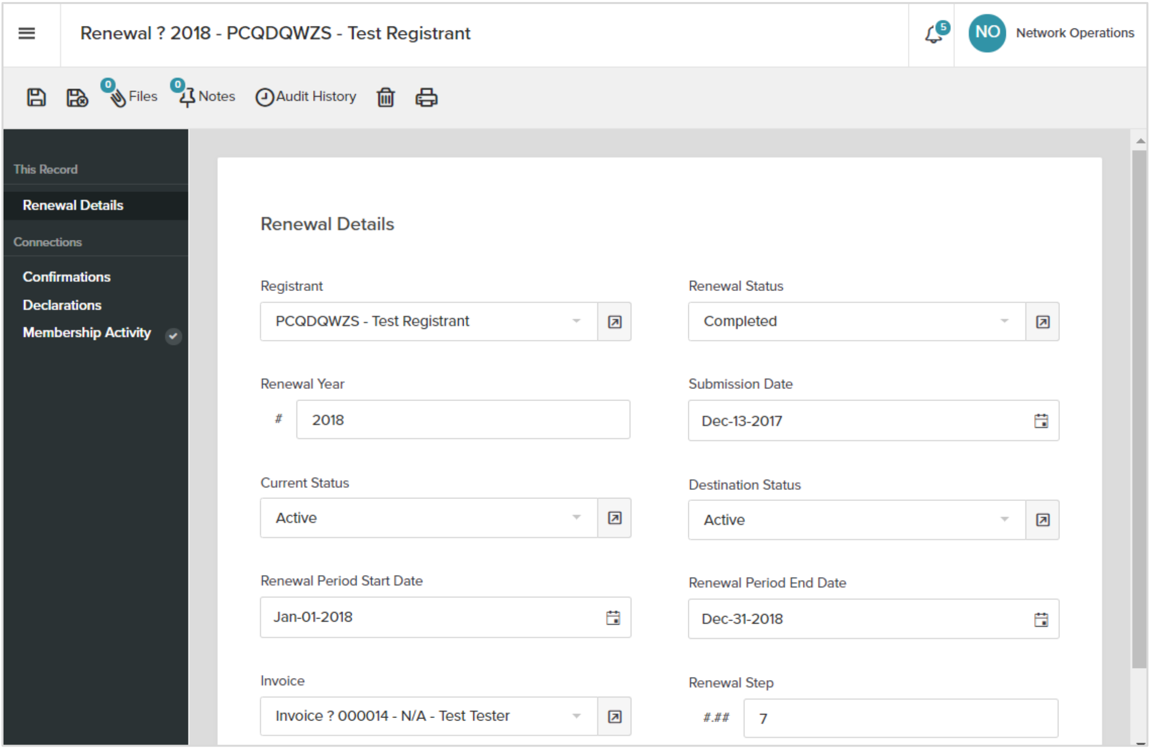
1. Leading up to the renewal period, the client works with their dedicated Thentia contact to update/refine processes, requirements, verbiage, declarations, fees, etc.
2. An advanced notification email is sent out to all licensees to direct them to log into the licensee portal to renew.
3. Additional reminder emails are sent at a pre-defined time to licensees with pending renewals (both before and after the renewal deadline).
4. Licensees log into their portal to complete the renewal requirements and pay their invoice.
5. Payments are processed in real-time and staff can run reports accordingly for accounting reconciliation.

Some clients need to run multiple-renewal cycles within a single year or biennially. Open Regulate easily accommodates any type of renewal cycle configuration.

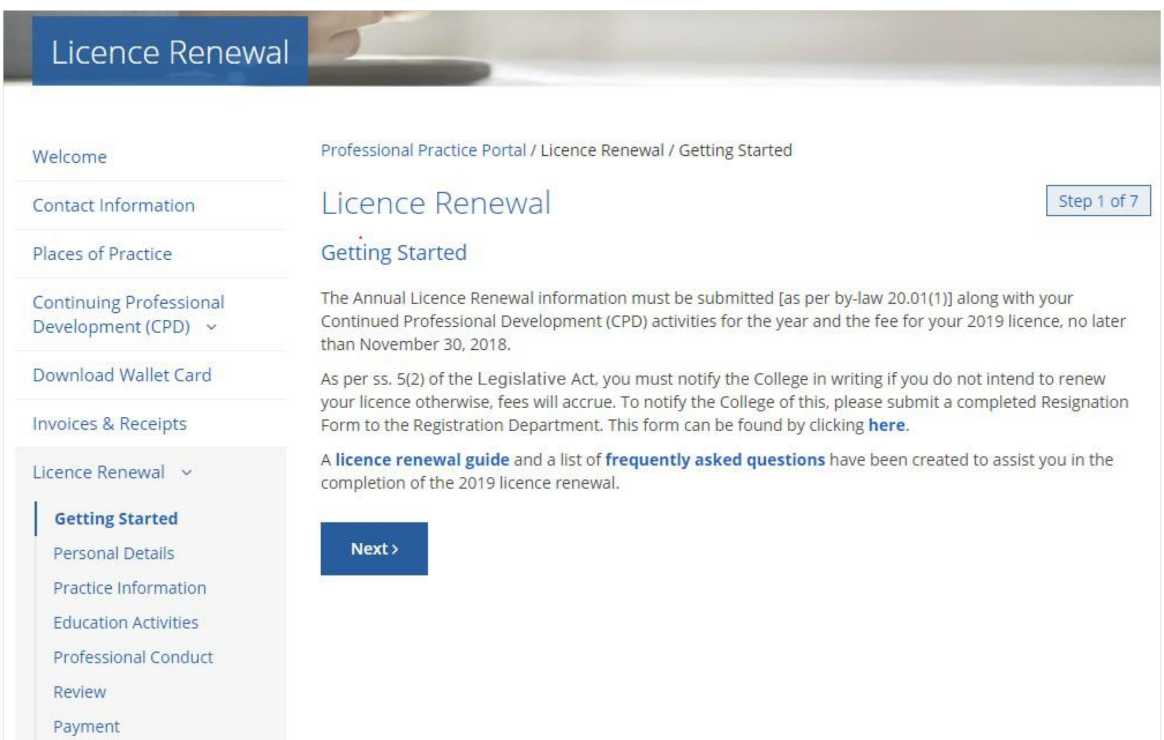
Workbench - Renewals (table view)



Workbench – Renewals (record view)



Licensee portal - Renewal application process

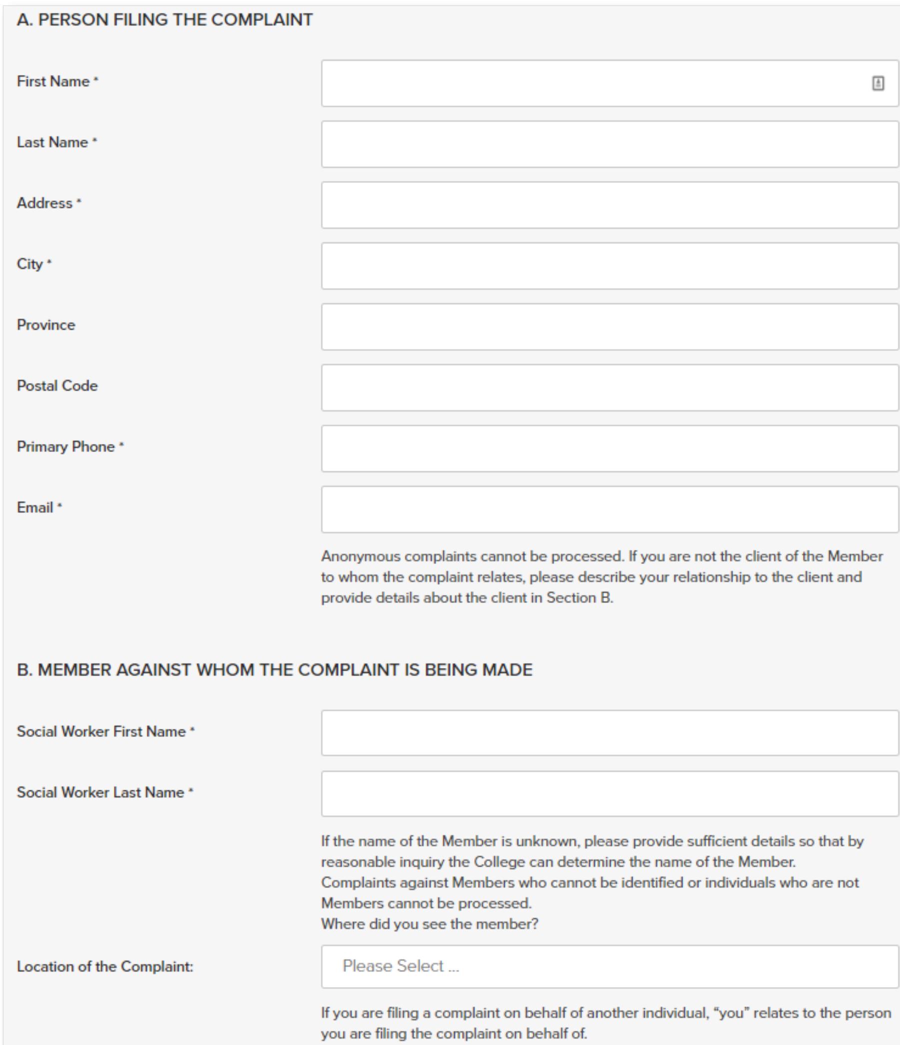


2.4 Case Management (Complaints & Discipline)

Complaints and Discipline procedures are critical to maintaining public confidence and providing public protection. Ensuring accurate and up-to-date records that are easily accessible is essential for fair and transparent processing.

Open Regulate's complaints and discipline module can track and manage all incoming complaints, evidence, witnesses, investigators, statutory dates, and correspondence. From the investigation stage, through to various levels of hearings, along with the tracking of respective outcomes, all information is captured.

Online complaint form (partial example)


A. PERSON FILING THE COMPLAINT

First Name *

Last Name *

Address *

City *

Province

Postal Code

Primary Phone *

Email *

Anonymous complaints cannot be processed. If you are not the client of the Member to whom the complaint relates, please describe your relationship to the client and provide details about the client in Section B.

B. MEMBER AGAINST WHOM THE COMPLAINT IS BEING MADE

Social Worker First Name *

Social Worker Last Name *

If the name of the Member is unknown, please provide sufficient details so that by reasonable inquiry the College can determine the name of the Member.
Complaints against Members who cannot be identified or individuals who are not Members cannot be processed.
Where did you see the member?

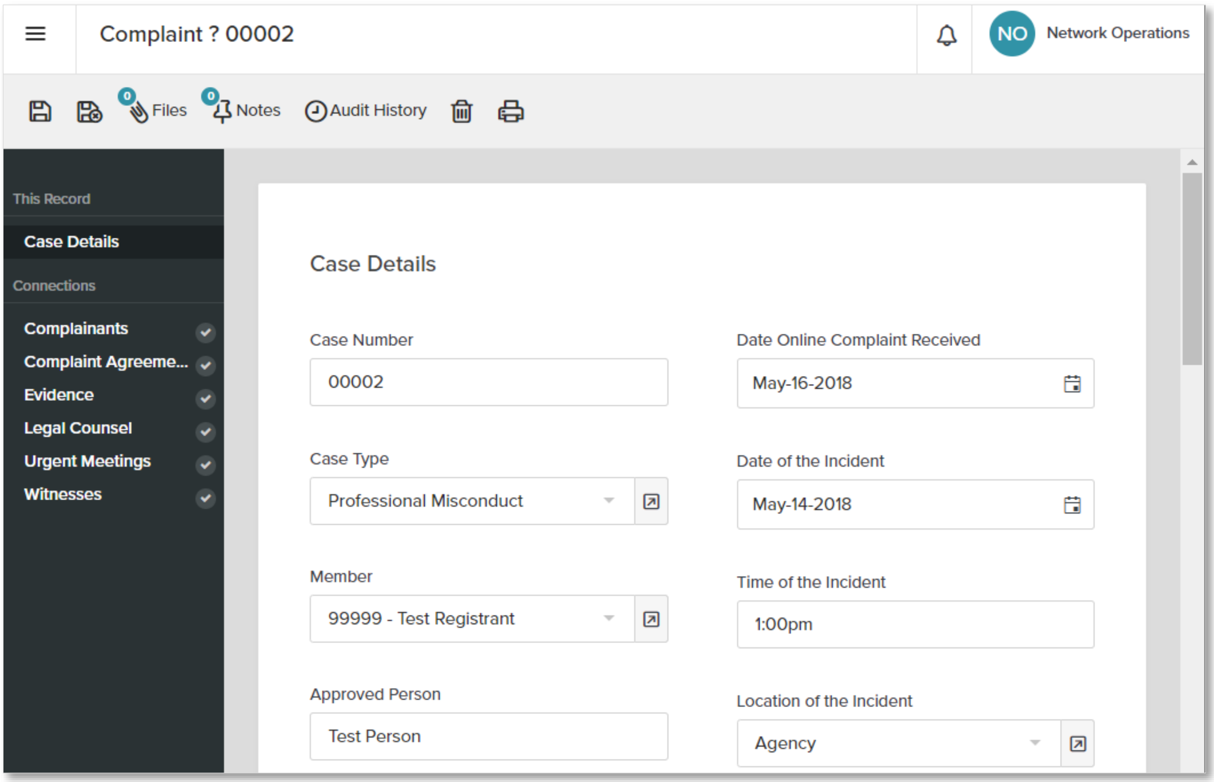
Location of the Complaint: Please Select ...

If you are filing a complaint on behalf of another individual, "you" relates to the person you are filing the complaint on behalf of.

For a more complete example of an online complaint form, please go to this URL:
https://ordemo.openregulateqa.com/webs/ordemo/register/#/complaint-form

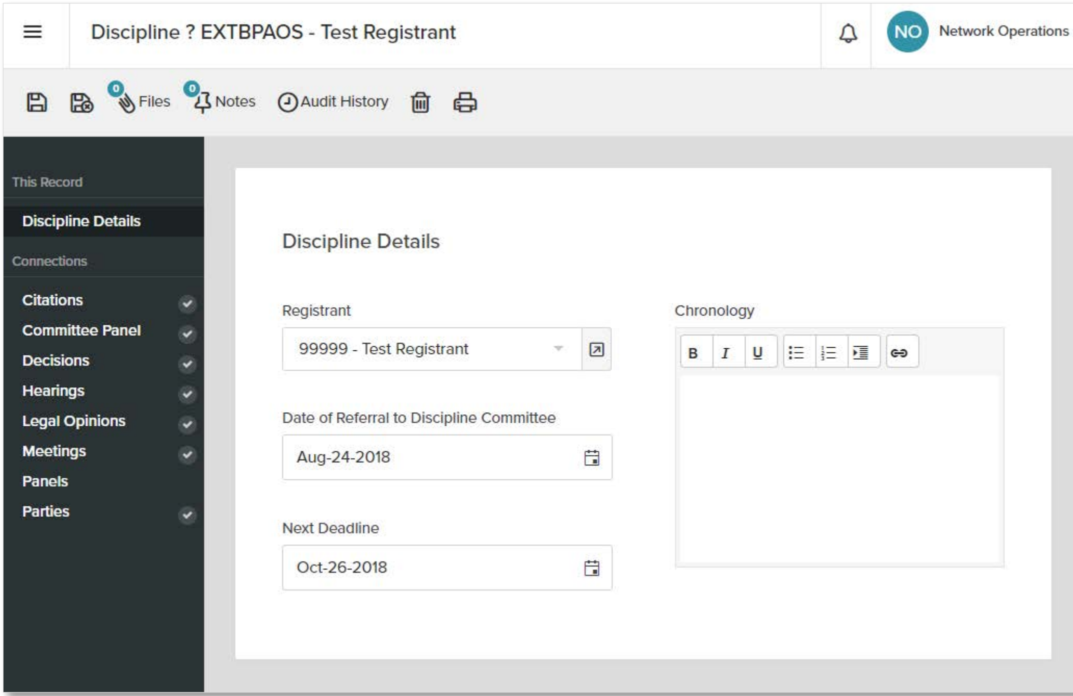
Case records are designed to accommodate all data inputs from inbound complaints (or other triggering events), and provide structured entities for tracking statutory dates, evidence gathering, meetings and correspondence, imposed terms and conditions, dispositions, and investigation reports – to name some of the more common use cases.

Workbench - Case details (record)



As case records are finalized and investigation outcomes progress to formal disciplinary proceedings (e.g. notice of hearing), discipline records track all the components related to your hearings process - as determined by your regulatory bylaws and corresponding operating procedures.

Workbench - Discipline details (record)



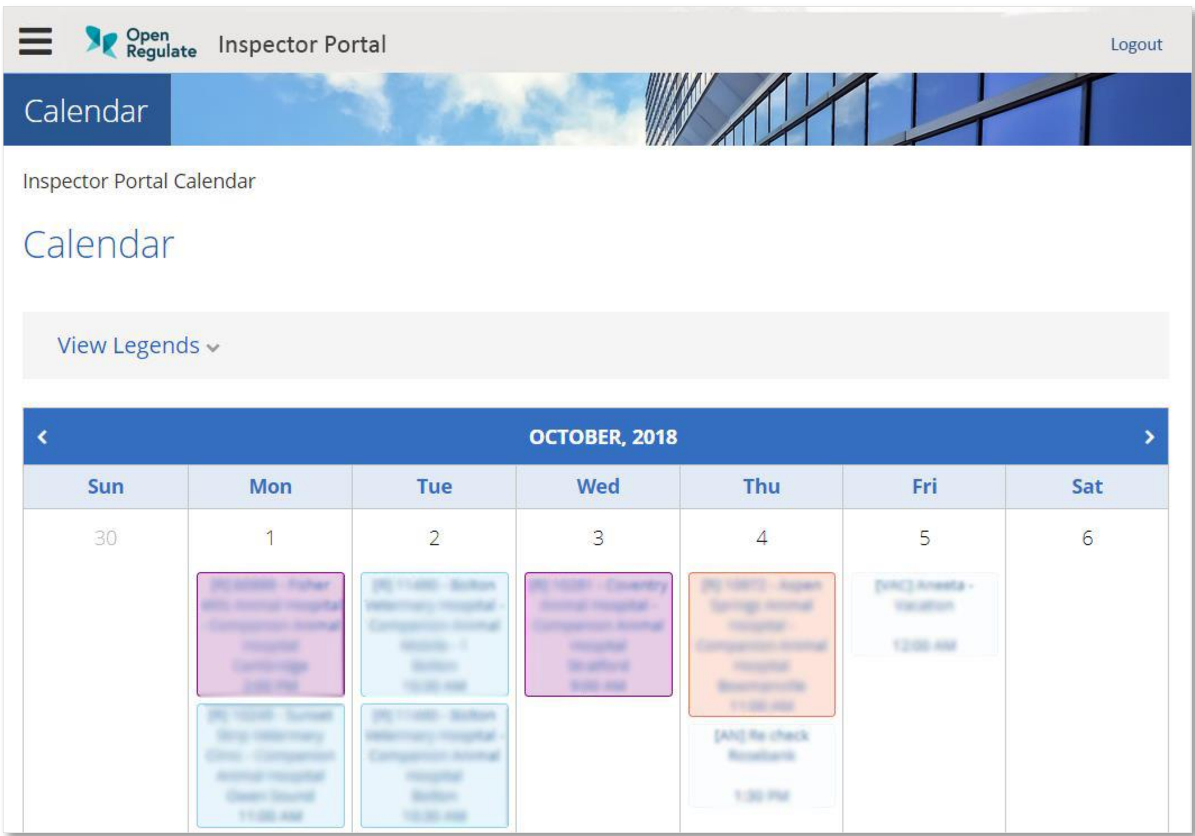
All fields will be customized to the specifications of the client. As privacy and confidentiality is vital through these processes, the client controls which staff members have access to this sensitive information.

2.5 Inspection Portal

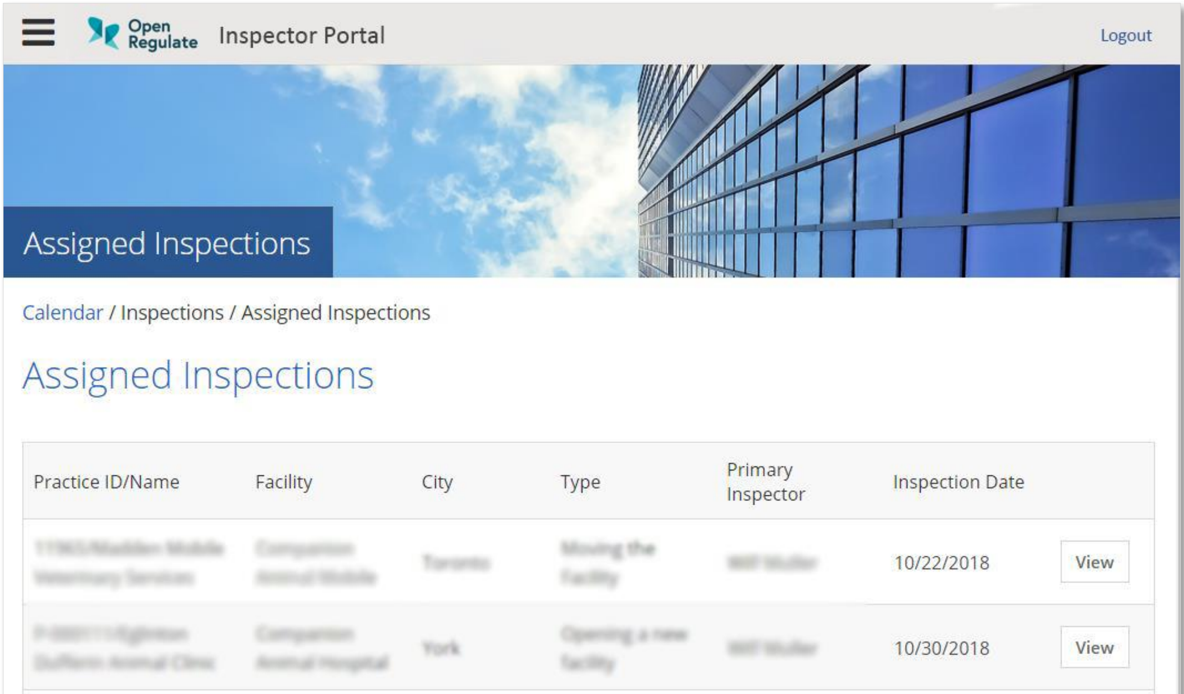
Inspections and investigations are sometimes conducted on the phone or online but are often conducted in-person. To accommodate foot soldiers, our regulatory case management solution includes a mobile-responsive portal specifically designed to accommodate the process of scheduling interviews, collaborating, and collecting data on your subjects.

The illustrations shown below are an example of an inspection/investigation portal:

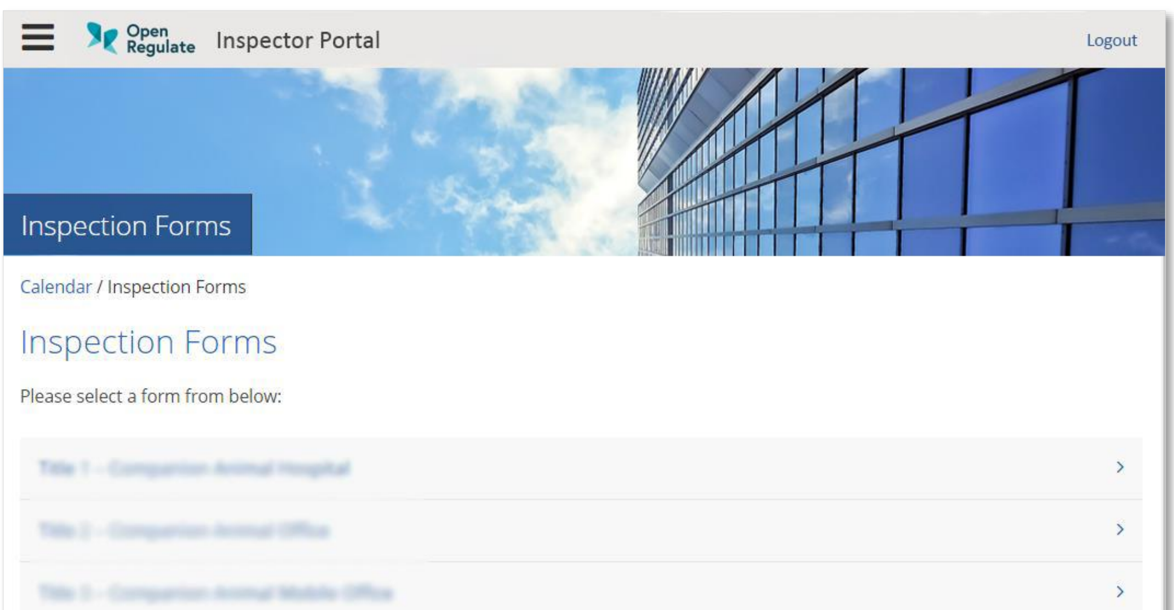
Inspection/investigation portal – calendar view



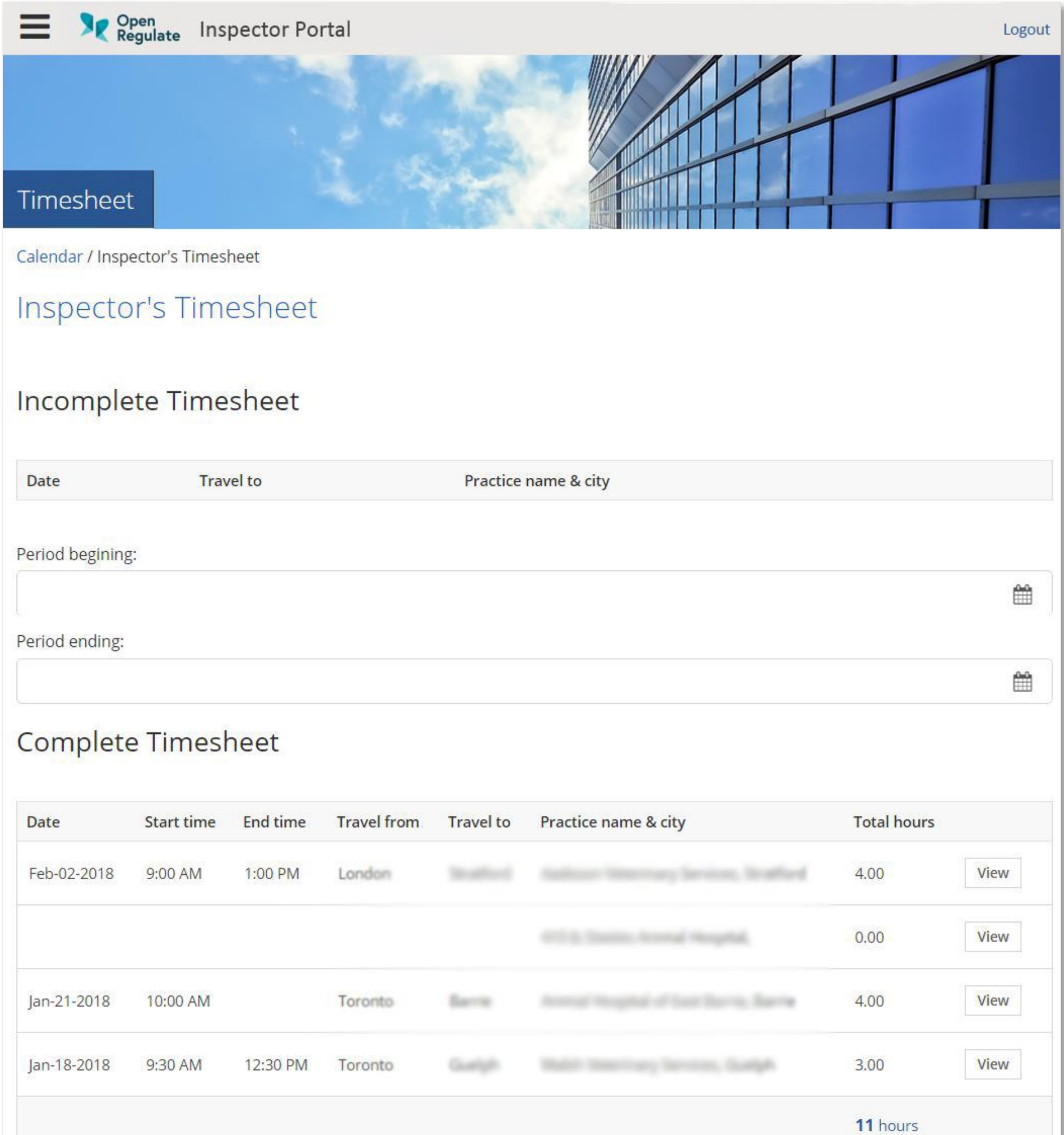
Inspection/investigation portal – assignment list view



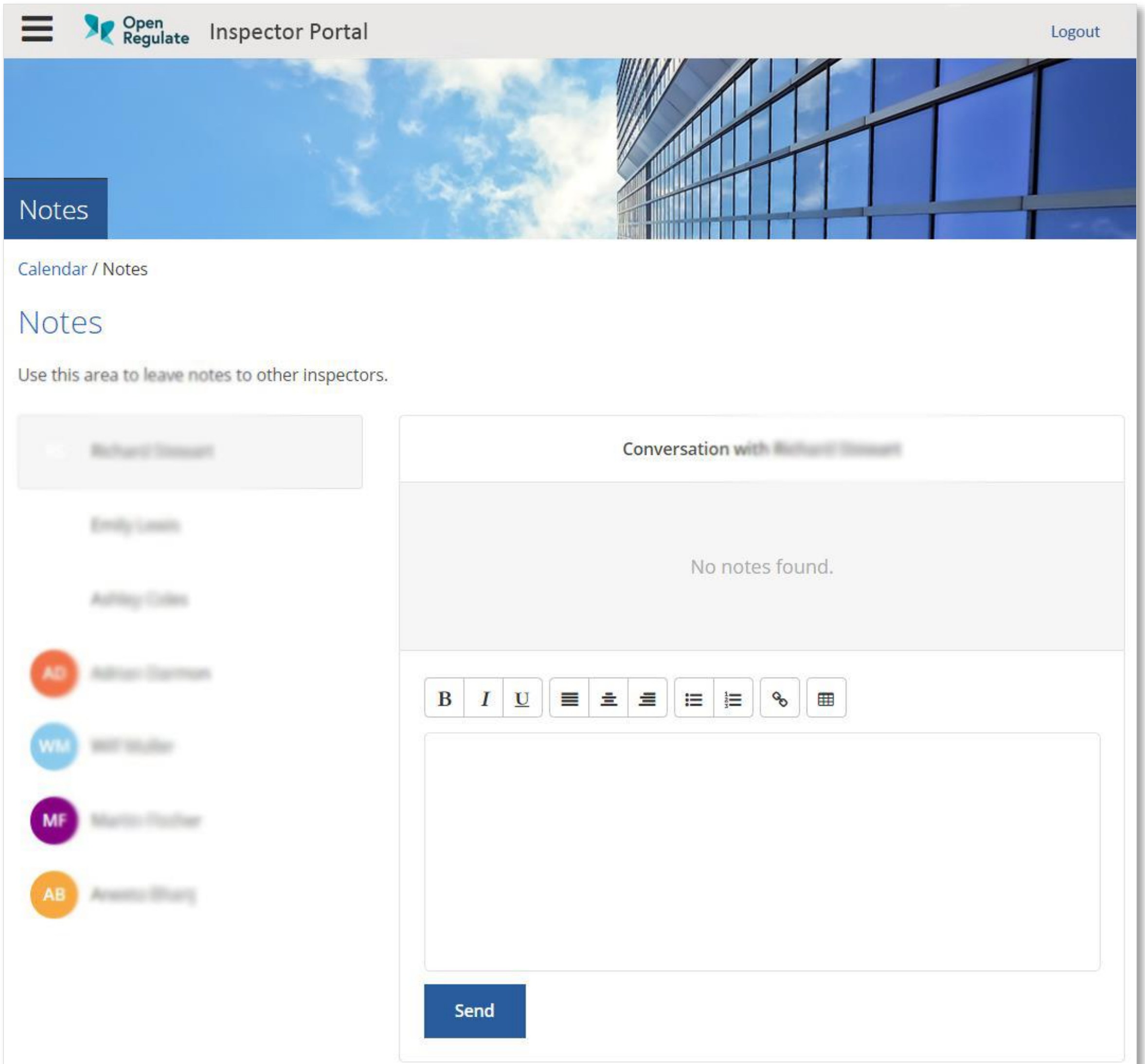
Inspection/investigation portal – inspection forms



Inspection/investigation portal (example) – inspector's timesheet



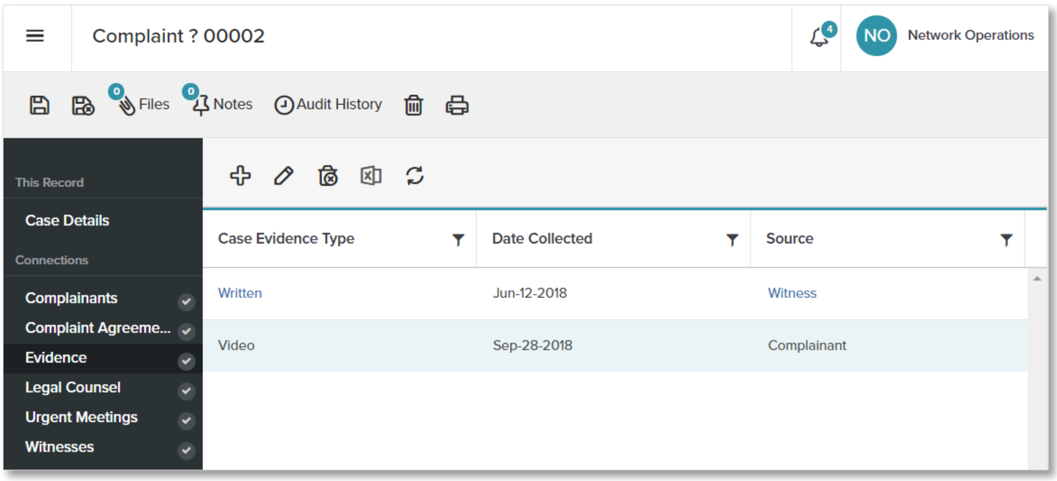
Inspection/investigation portal) – inspector notes



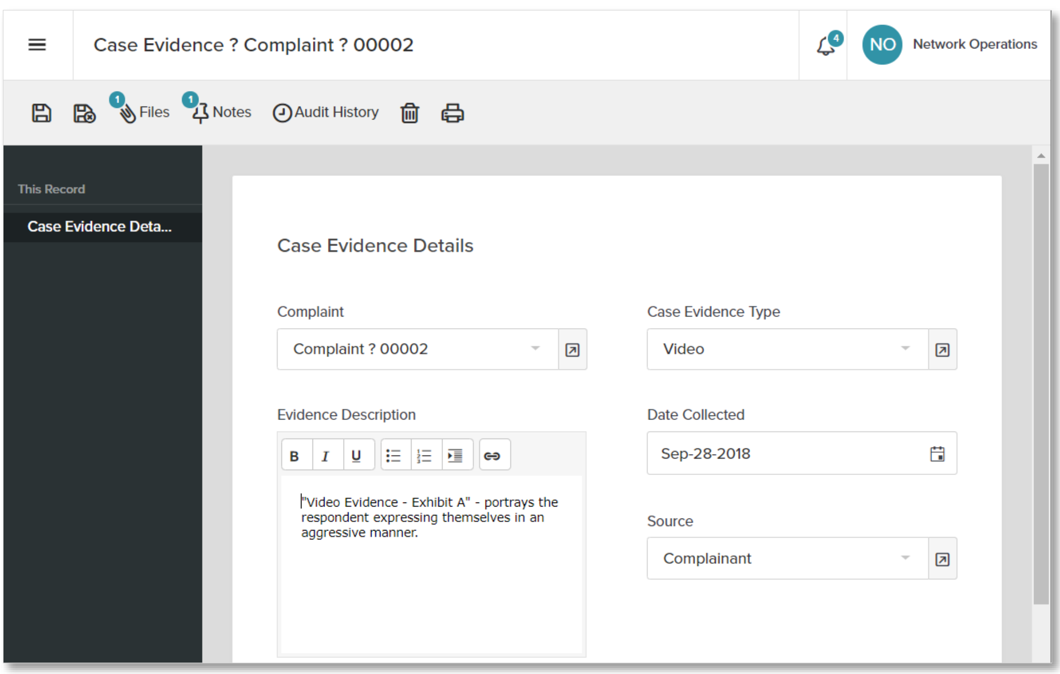
2.6 Document Management

Every type of record created in Open Regulate – from applicants to licensees to complaints etc. - has the capability to attach an unlimited number of files (any file type).
Below is an example of an evidence record from the Complaints module, showcasing a piece of video evidence (an uploaded MP4):

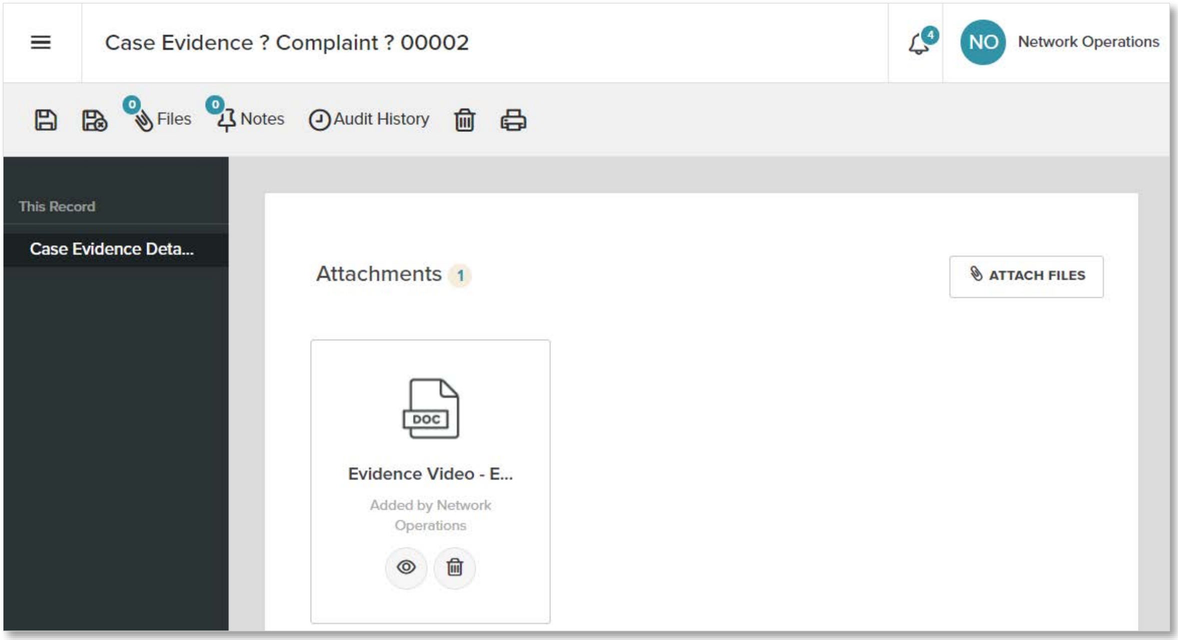
Workbench - Case record/evidence (table view)



Workbench - Case record/evidence details (record)



Workbench - Case evidence (record/document)



2.7 Quality Assurance Program / Continuing Education

Quality Assurance (QA) programs and performance tracking capabilities are key to the development and maintenance of quality standards in any professional practice.

Open Regulate provides a common framework that can be tailored to any QA program, allowing a QA manager to structure continuing education curriculums, set targets, track course completions and scoring, trigger alerts and/or email notifications for specified activities, perform audits, and run real-time reports across all licensees.

From within the self-serve portal, licensees can access a continuing education/professional development section where they have access to view a summary of their progress as they work towards completion of the required credits/hours for ongoing certification.

Licensee portal – CE/PD summary table

PD Category	Completed Hours	Maximum Allowable Hours	Credited Hours
Formal Professional Development	8	40	8
Informal Professional Development	8	20	8
Mentoring a Candidate	0	20	0
Personal	0	5	0
Social Work Ethics Training	0	-	0
Supervision	10	20	10
Volunteer Work	0	20	0
Total for all Categories	26		26

Ongoing CE/PD activities can be tracked manually or can be pulled in from an external data source. Many regulatory bodies employ a Learning Management System (LMS), professional association, or third-party accredited education/training services to deliver continuing education. In lieu of this, our technology platform can seamlessly integrate to any LMS or other external web-based service using a REST API for bi-directional data processing. These integrations can facilitate a single single-on (SSO) environment and allow for greater data aggregation on a single technology platform.

Licensee portal – Add and manage CE/PD activities

PD Category	Activity Description	Description of Activity	Total Hours Completed	Date of Activity	
Formal Professional Development	Online course work	Methods of human interaction	8	09-05-2018	Edit Delete
Supervision	Supervising a Social Work Candidate	Supervised a candidate	10	10-11-2018	Edit Delete
Informal Professional Development	Information Technology Skills Training	Online course to learn about relevant software application	8	08-08-2018	Edit Delete

+ Add Activity

Licensee portal – Add CE/PD activity

Professional Development Category: * — Formal Professional Development

Activity Description: * — Continuing education workshops

Description of Activity * — Attended a 2-day workshop to improve practical skills in the delivery of professional service.

Total Hours Completed * — 16

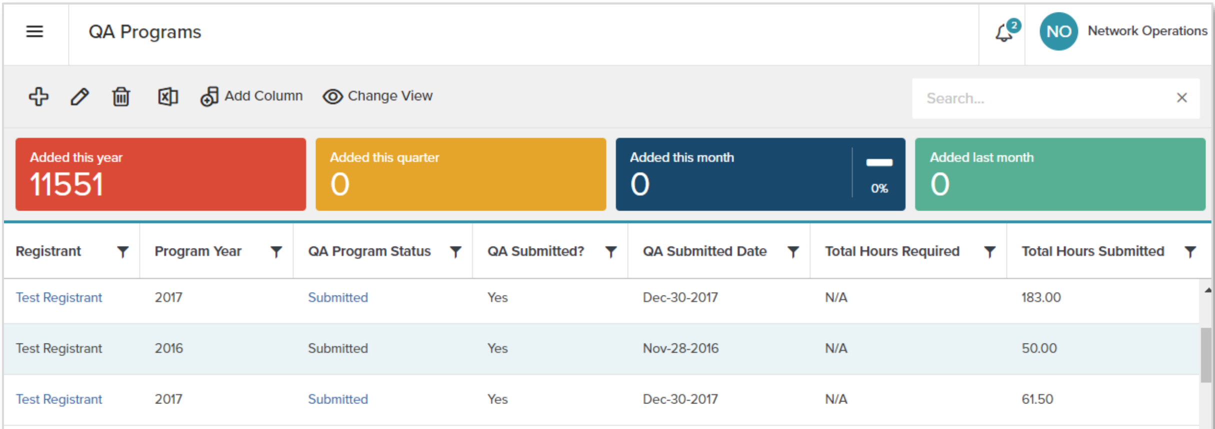
Date of Activity * — 2018-10-03

Upload supporting documentation — Choose File No file chosen
Certificate of completion_Workshop_ABC.doc ✖

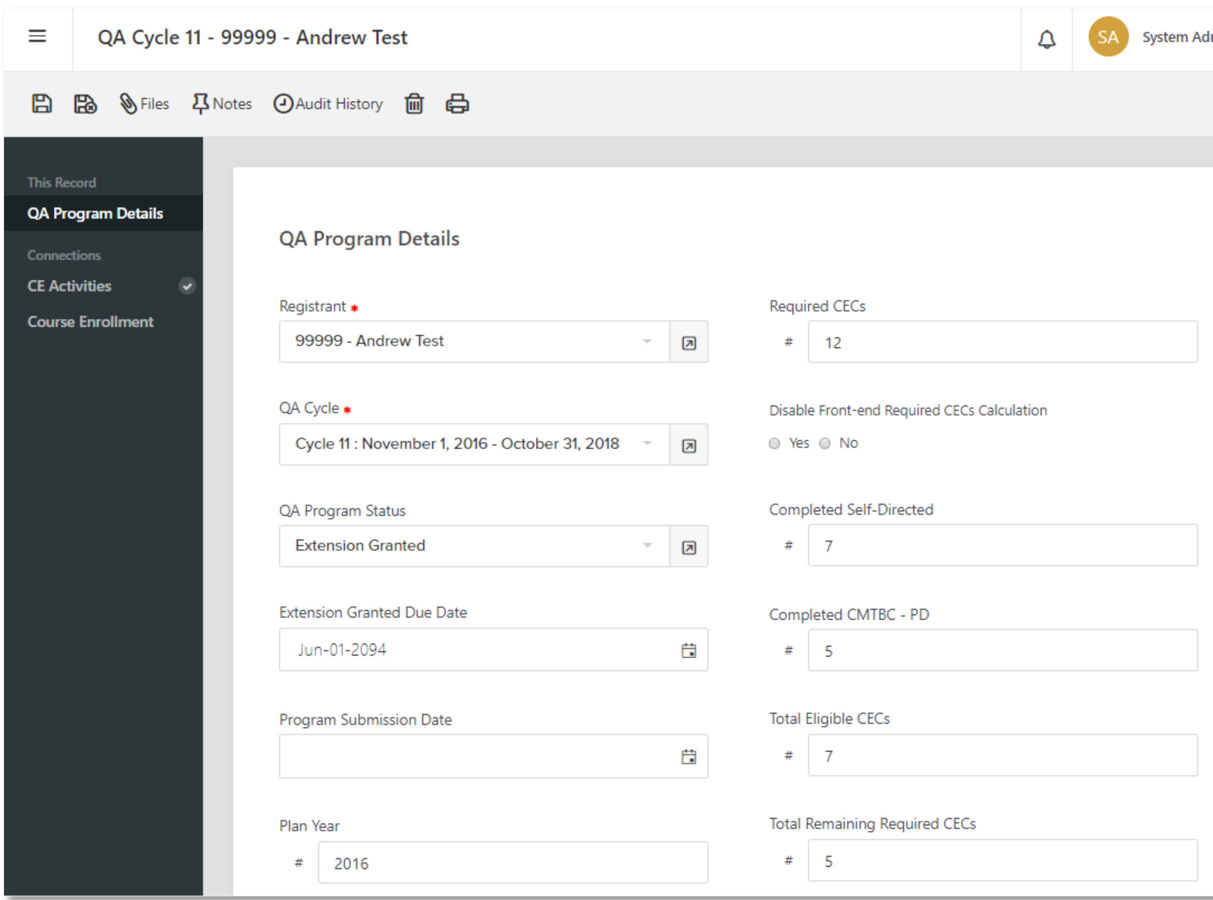
✔ Save ✖ Cancel

Any CE/PD activities submitted are available to view in real-time by administrative staff logged into Workbench. Like license renewals, Open Regulate can easily accommodate any QA cycle configuration (e.g. yearly, biennially etc.) to match your quality assurance program requirements.

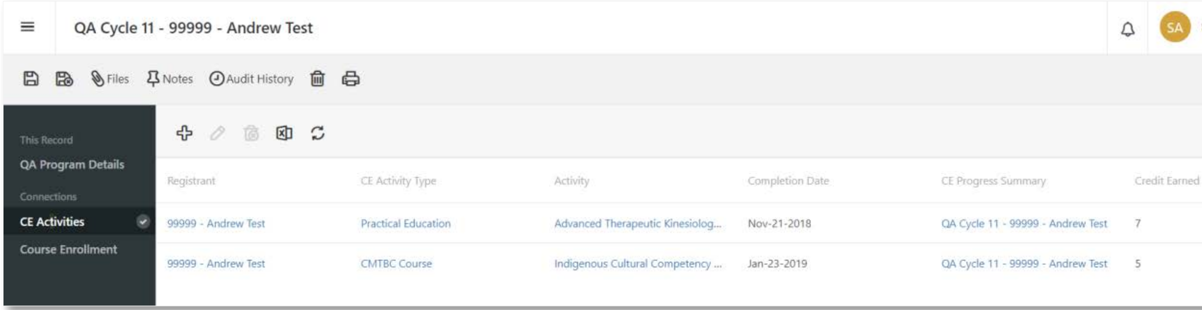
Workbench - Professional development summary (table view)



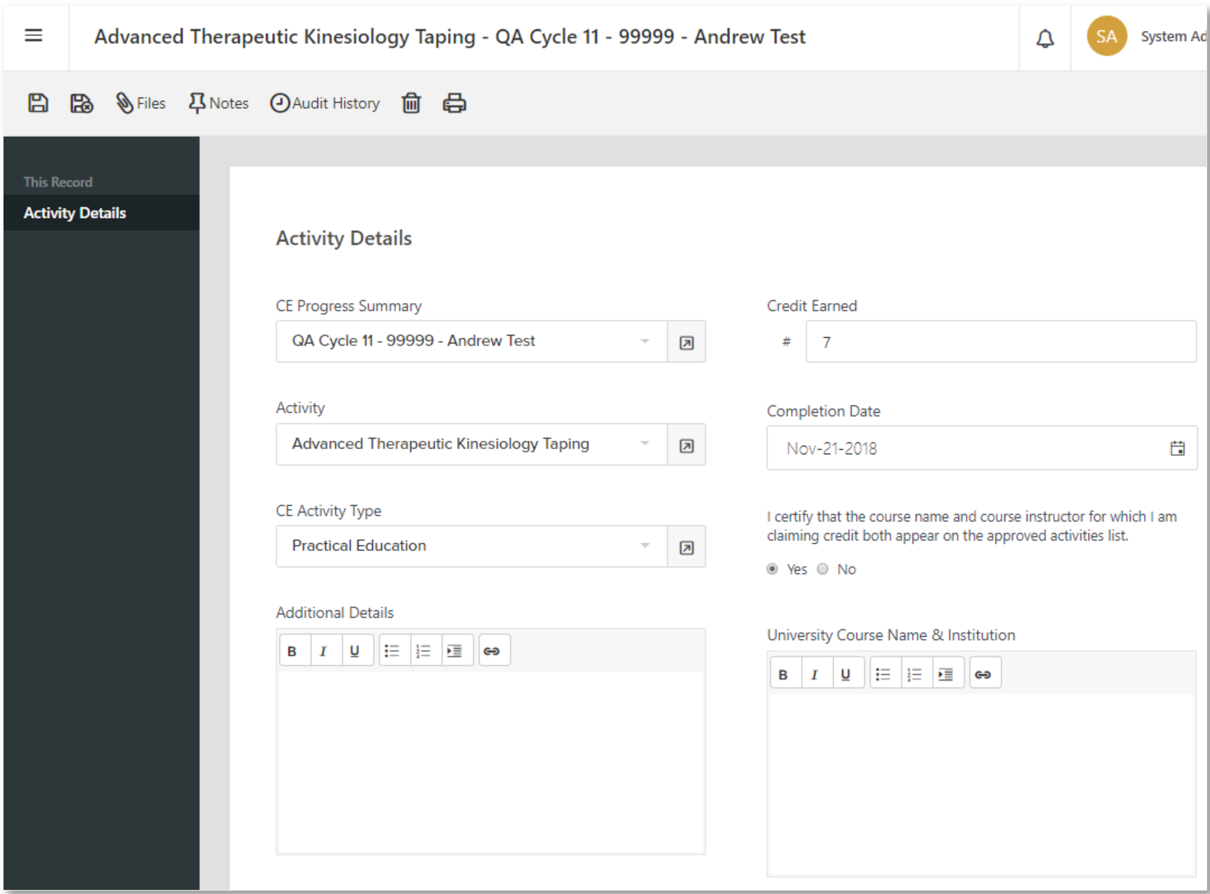
Workbench - QA program details (individual's record)



Workbench – QA activities summary (individual’s activity record)



Workbench – QA activity details (individual’s activity details record)



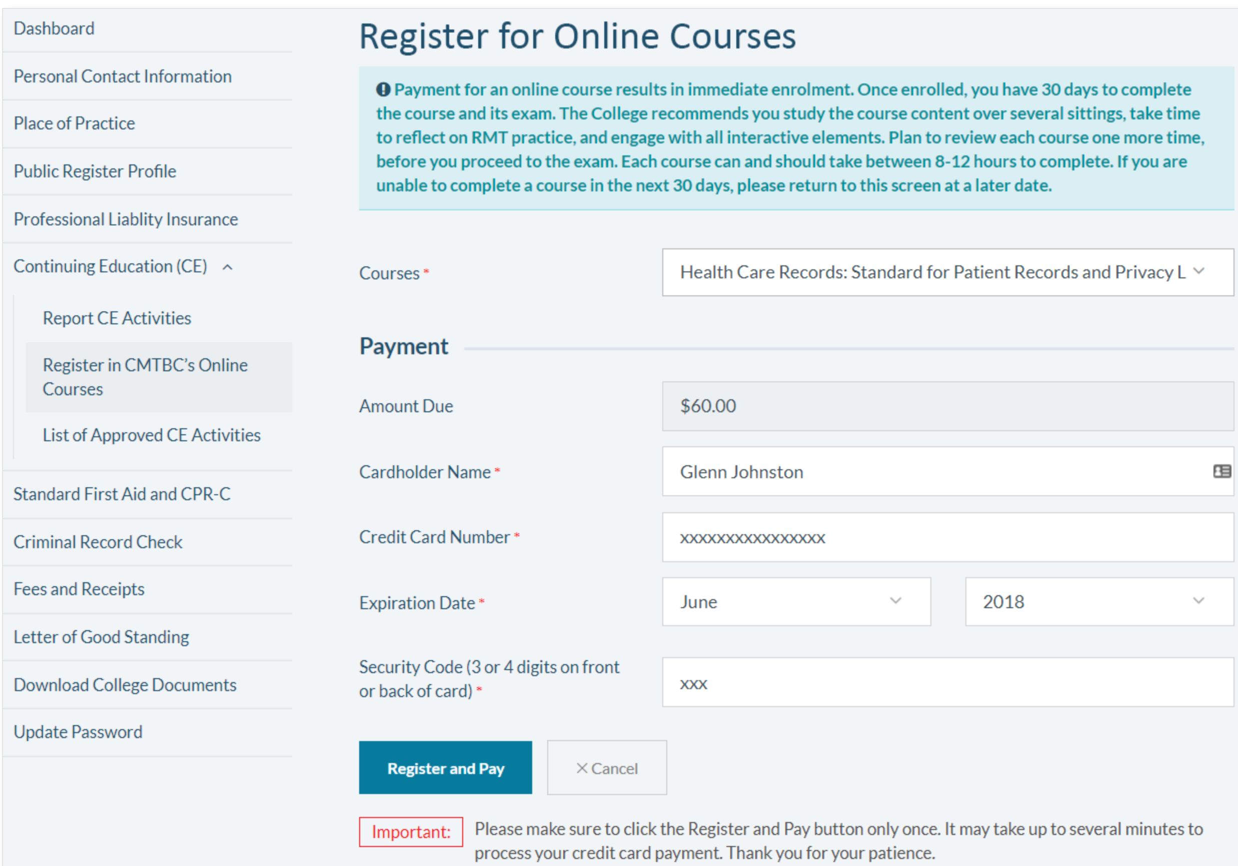
This record is where the uploaded proof of completion document would be stored for continuing competency and continuing professional development (stored under “Files”).

2.8 Invoicing and Payments

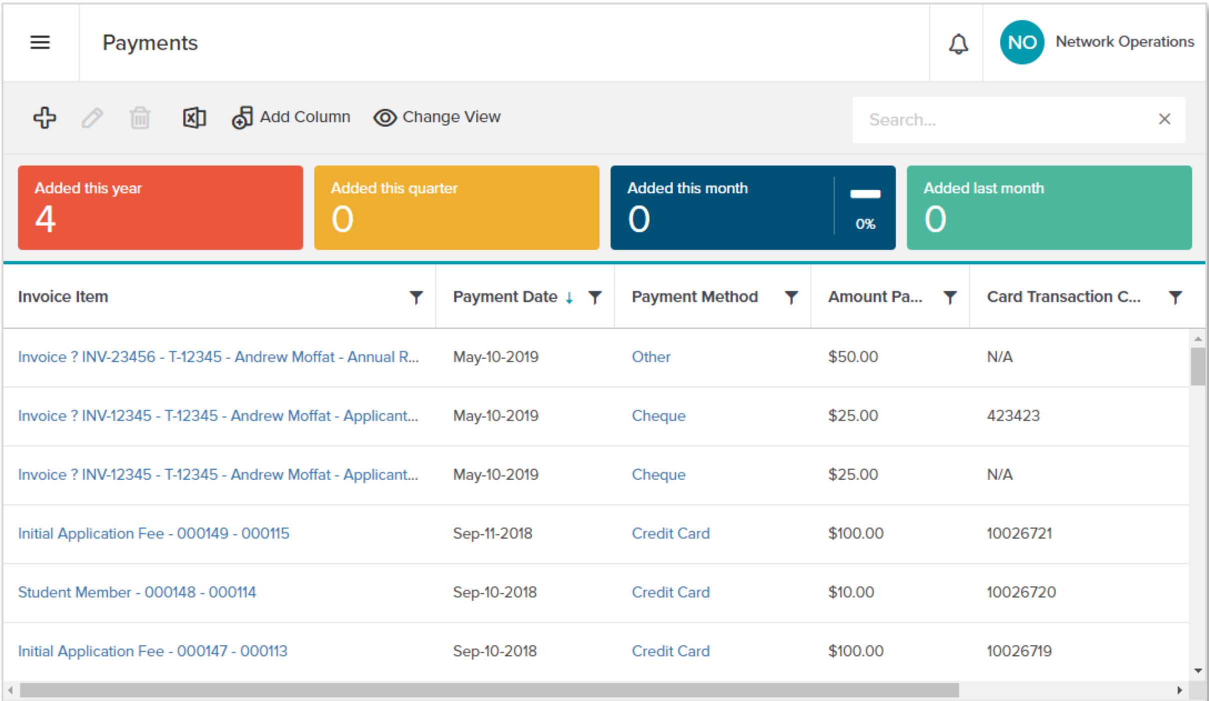
The Fee Management module enables licensees to pay online and for clients to track and process all of these payment transactions within Open Regulate. Importantly, our solution has a fully integrated payment processing virtual terminal. For clients, this terminal eliminates the need to exit the database to process a payment and separately key data into Open Regulate. Our payment integration is fully compatible with Moneris®, Beanstream, Authorize.Net, Swipe and Chase Paymentech and complies with the Payment Card Industry (PCI) standards.

Open Regulate is fully integrated with several accounting systems as well. This integration provides an extract, in the format specified by the accounting system, detailing the payment records for a given period. This file can then be imported directly into the client's accounting system application to support bookkeeping, audit and other necessary back-end functions.

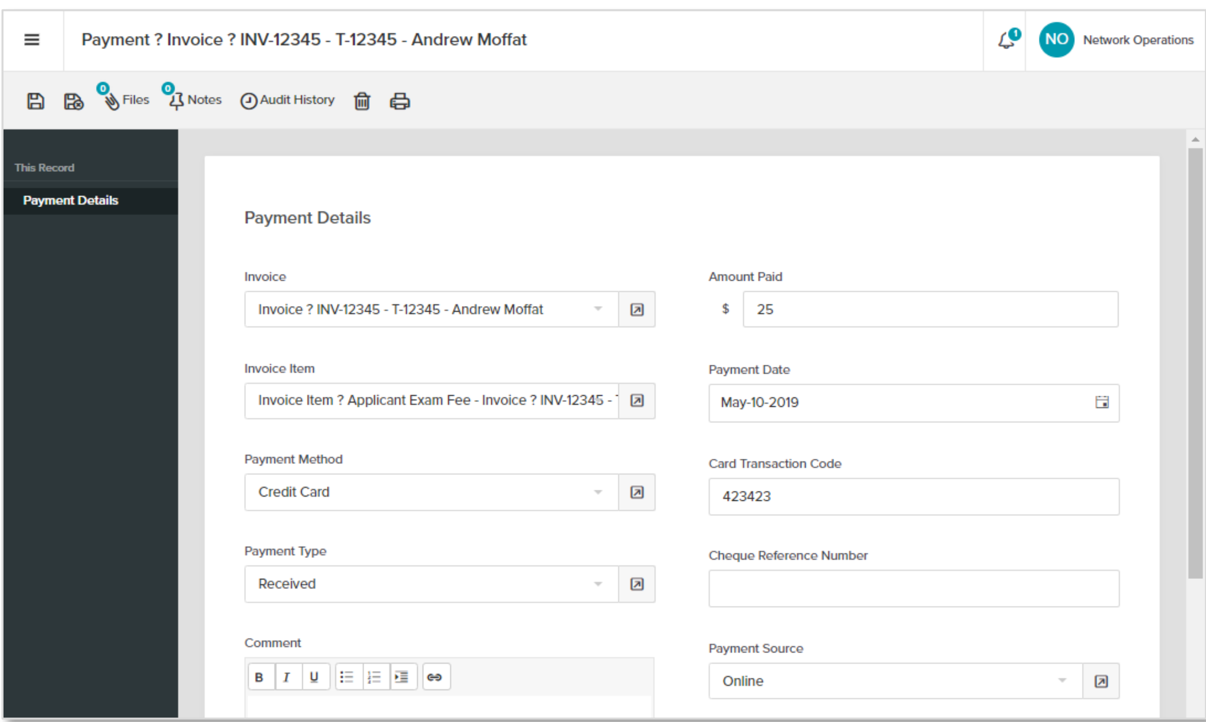
Licensee portal - Payment integration



Payment tracking (table view)



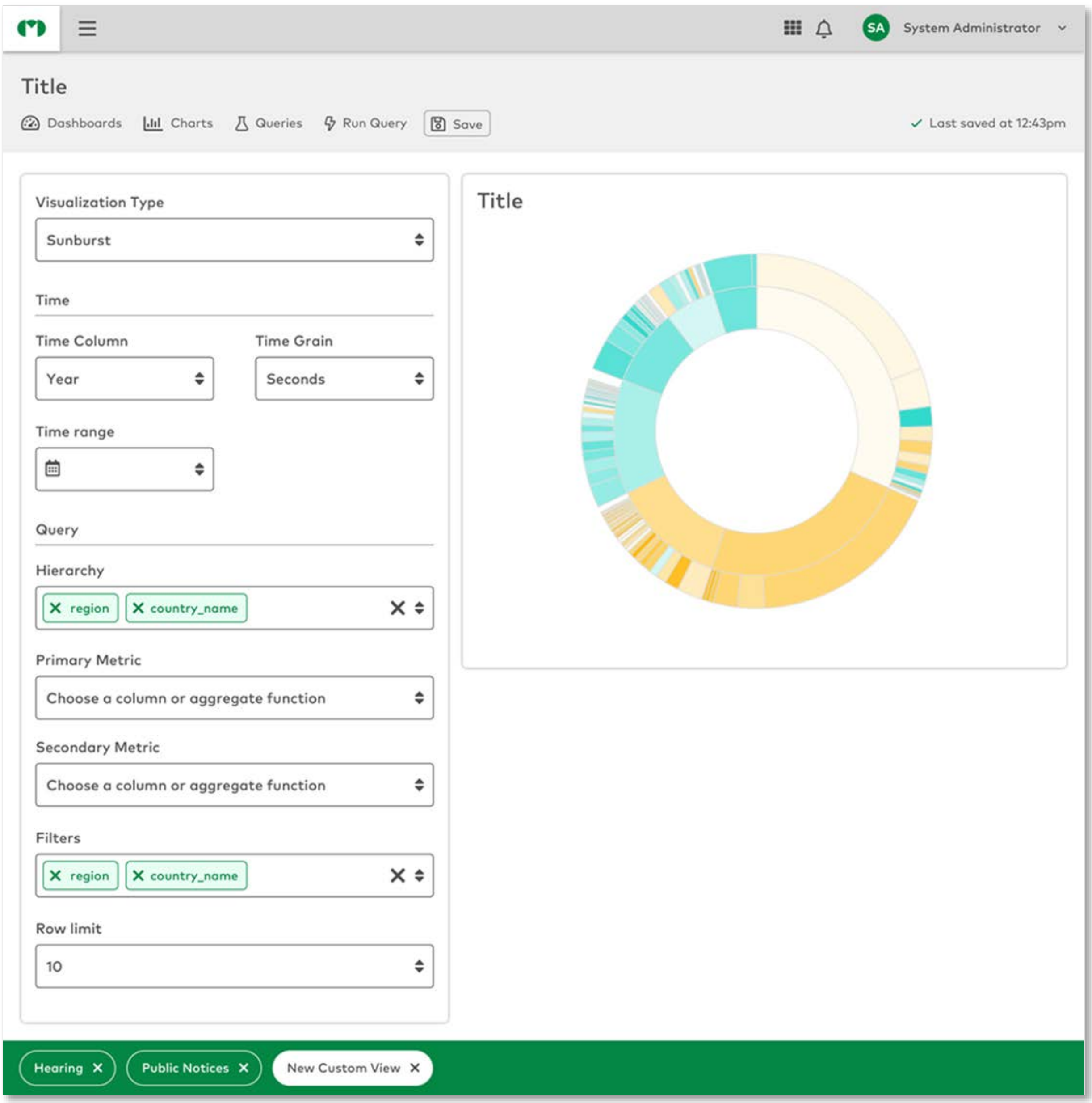
Payment tracking (record view)



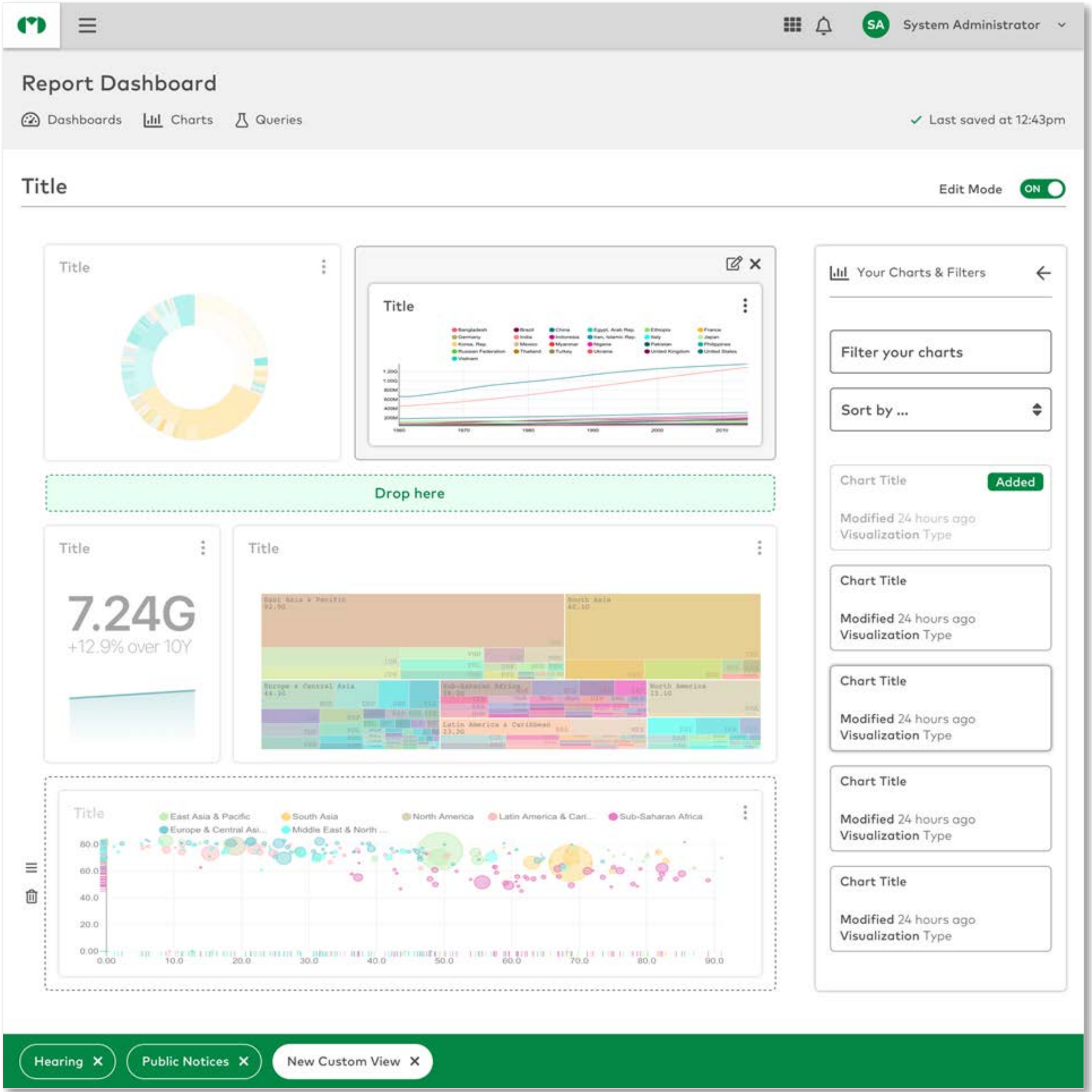
2.9 Reporting and Analytics

Reporting is made easy with Open Regulate's Reporting and Analytics capabilities. The client can analyze its data within the system with familiar charts and graphs. The analytics can also be utilized in board and committee meetings when reporting on the licensee base or for budgeting purposes in the fee management module.

Creating reports in Workbench

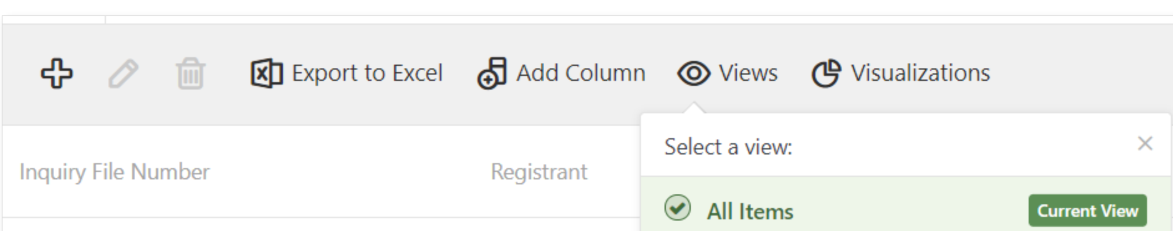


Report dashboard in Workbench



Staff can create views in the system. Views can include any combination of data fields tracked in the system and can be saved by staff for ongoing use. Staff can also export all data from any view to Excel for more in-depth statistical analysis.

Table views in Workbench



2.10 Communication Management

Open Regulate makes stakeholder communication simple and effective. Our system provides direct e-mail capability as well as Microsoft(R) Outlook(R) integration, creating an environment where the client can prepare and send campaigns for any occasion including updates and renewal notices.

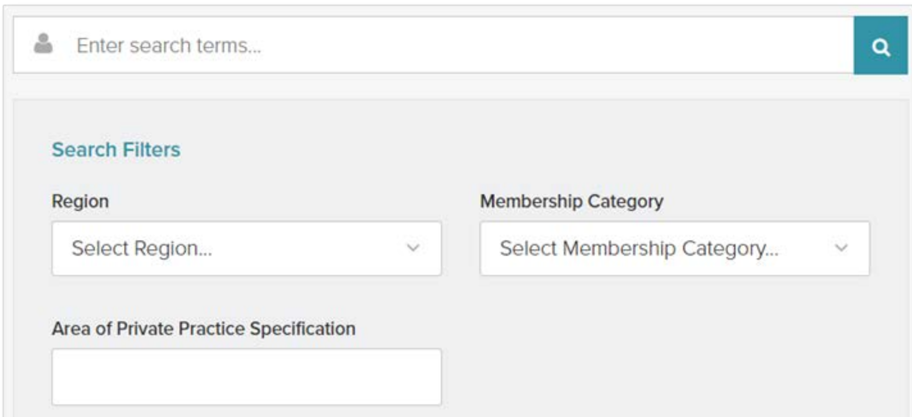
The communications sent to applicants and licensees are tracked in individual licensee profiles providing staff with the ability to see all communications in one place.

2.11 Licensee Verification

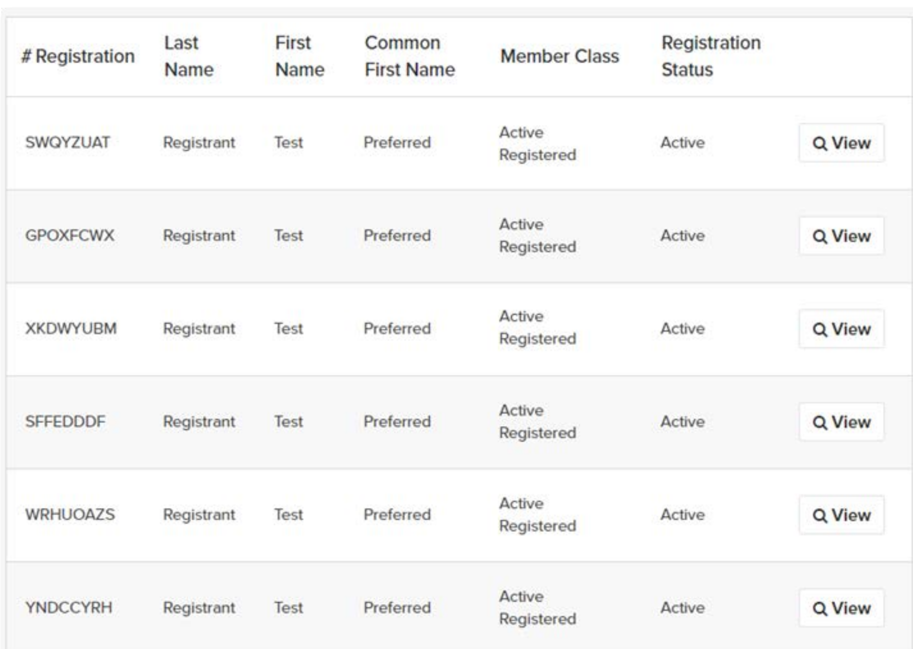
An online licensee verification is essential for any regulatory body to fulfill its mandate. Open Regulate allows the public to search for licensees based on any data held in the licensee record. This includes criteria such as registration status, registration number, licensee name or place of practice but is not limited to these fields - can be expanded.

Our robust search engine provides licensees of the public with a user friendly, visually appealing interface, to access the necessary information to make informed decisions about their practitioners.

Licensee verification (search/browse)



Licensee verification (list view)



# Registration	Last Name	First Name	Common First Name	Member Class	Registration Status	
SWQYZUAT	Registrant	Test	Preferred	Active Registered	Active	View
GPOXFCWX	Registrant	Test	Preferred	Active Registered	Active	View
XKDWYUBM	Registrant	Test	Preferred	Active Registered	Active	View
SFFEDDDF	Registrant	Test	Preferred	Active Registered	Active	View
WRHUOAZS	Registrant	Test	Preferred	Active Registered	Active	View
YNDCCYRH	Registrant	Test	Preferred	Active Registered	Active	View

Licensee verification (individual record view)

Test Member

Search Date and Time:	2018-10-16 10:40AM (-0400)
Last Name:	Member
First Name:	Test
Registrant Status:	Active
Initial Registration Date:	2014-06-01
Expiration Date:	2019-12-31
Gender:	Female

Limits and/or Conditions

None.

Suspensions

None.

Disciplinary Cancellations

None.

Public Notices

None.

Practice Information

Place of Practice	Address	Phone Number
No current place of practice information available. For more information, please contact the College.		

Registration History (1989 onwards)

Registrant Status	Effective Date
Active	2018-10-01

3. PROPOSED SOLUTION AND DELIVERY

3.1 Proposed Solution Overview

Thentia is proposing the implementation of Open Regulate, our regulatory management software solution. Open Regulate is an all-encompassing solution for regulatory bodies, equipped with modules for registration, applicant/licensee self-service portals, fee management, invoicing, complaints and discipline capabilities, board and committee management, quality assurance and education, communication management and reporting, among many other core features.

We recognize no two organizations are the same. As a fully customizable product, the Open Regulate system and project approach have been designed to meet the very specific needs of each regulatory body. We strongly believe our bottom-up approach will give your organization the fine-tuned data processing capabilities needed to be successful as a regulator.

3.2 Project Summary

The **Nevada State Board of Landscape Architecture** participated in a software demonstration of Thentia's Open Regulate solution on December 3rd 2019, which included a high-level preliminary needs-discovery. From that meeting - which prompted an enthusiastic discussion and some focused questions - we were able to gain a well-rounded understanding of the Board's major regulatory database requirements, as well as some of the challenges and short-comings imposed by the current technology.

At this stage, we're confident we can meet and exceed the Board's expectations. This includes meeting all system functionality requirements (and net new functionality), improving/expanding workflow automation, advanced reporting, and integrating with key third-party applications (e.g. online payment processing).

Your Open Regulate deployment will incorporate the following modules:

3.3 Project Deliverables

Your Open Regulate deployment will include all scoped requirements, and be delivered with the following online user interfaces at a minimum:

User Interface	Access Type
✓ Workbench staff portal	Private URL, secure login
✓ Applicant portal	Public URL, secure login, links from website
✓ Licensee portal	Public URL, secure login, links from website
✓ Public register	Public URL, public access, links from website
✓ Online complaint form	Public URL, public access, links from website

Open Regulate includes the following major modules in a standard configurable deployment:

- ✓ Registration and renewals
- ✓ Complaints and discipline
- Quality assurance management
- ✓ CE auditing
- ✓ Invoicing and payments
- ✓ Document tracking
- ✓ Reporting and analytics
- ✓ Communication management
- ✓ Alerts and notifications
- ✓ Workflow automation
- ✓ Third-party integrations

Additional modules and components may be defined during the business analysis phase.

Beyond this proposal document, we want to continue collaborating as we work towards a mutual understanding of how our service can meet your needs.

We took the opportunity to review your website located at http://nsbla.nv.gov/ to familiarize ourselves with some of your operational, legislative and governance procedures.

3.4 Project Management and Product Development Methodology

Implementation

We are confident our development and implementation philosophy will allow for greater project success; on time, on budget and with high user adoption.

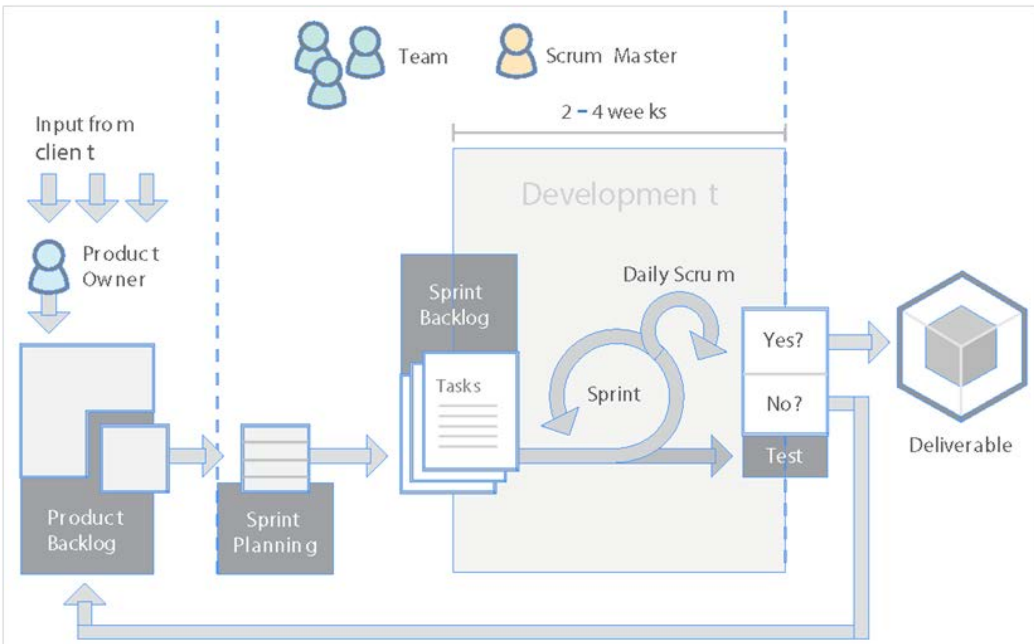
During project planning, a dedicated team at Thentia will partake in a thorough needs-analysis workshop with your team to review and document your business processes. Thentia's business review and analysis team will consist of at least two persons; at least one business analyst and one solutions architect. This team will meet with key client personnel from all departments to develop all requirements. Based on the requirements, Thentia will develop a statement of work document detailing the agreement between Thentia and your organization identifying what is needed to complete the project. A mutually agreeable delivery timeline will be concluded during this phase.

We believe in creating lasting relationships with our clients from project initiation through post implementation customer service. In that spirit, a dedicated project manager will always be involved in the project. The client will communicate and meet weekly with Thentia to discuss project status throughout the project lifecycle. These meetings will include follow up to delivery dates and tasks as well as discussions regarding any project issues that may arise. These discussions will be documented in meeting minutes and distributed to stakeholders.

Project Management Methodology

Thentia utilizes a hybrid implementation methodology combining Waterfall and the SCRUM agile development methodology. Agile development is an iterative approach to planning and guiding project processes. It works for many but not all user scenarios. The agile methodology places a higher value on ongoing user involvement and feedback than traditional project methodologies. This allows for greater collaboration from all stakeholders throughout the project. High user involvement leads to higher user satisfaction at project completion. The client will be directly involved with the development team throughout each phase of the project.

Thentia project management workflow



Project Plan - Overview

With every deployment, a project plan and statement of work is created and reviewed with the client. This is followed by a formal business analysis process to document a precise technical outline of what needs to be delivered in the new system.

With the completion of the planning phase we then move to the execution phase, which is where the bulk of the work occurs with design, development, testing and training.

Thentia adopts a best practice that conforms to the standards and guidelines outlined in the Project Management Body of Knowledge (PMBOK) Guide, Project Management Life Cycle defined and published by the Project Management Institute (PMI). The project lifecycle is the sequence of phases the project goes through from the initiation phase to project closure.

Project Management Phases

All system implementations are structured into a four-phase project lifecycle, which includes a detailed project delivery timeline for each phase.

3.5 Quality Assurance Process

The purpose of the Quality Assurance Plan is to ensure the new system conforms to meet the business needs of the Board. Thentia adopts an iterative approach to ensure a high level of quality during the build, testing and delivery of the new system.

All components within each module is thoroughly tested by members of project team through a series of stages; validating to ensure the new system conforms to the business requirements.

Test scenarios are created for each business requirement. The Business Analyst works closely with the development and the QA team throughout the testing cycle to ensure the new system is built and tested in accordance to the requirements.

QA Testing Approach

Development Team:

- ✓ Builds each module in accordance with the business requirements.
- ✓ Conduct unit, regression and system tests, once completed the module is then deployed to a QA test environment
- ✓ QA team is notified to commence QA testing
- ✓ Resolve defects, and re-assign to the QA team to-retest

QA team:

- ✓ The QA team using the test cases will execute each test scenario, recording the results as 'Passed or Failed'
- ✓ If the test fails, a 'Bug' ticket is created and assigned to the development team
- ✓ Re-test defects, re-assign to the development team if not resolved
- ✓ QA continues with the testing until each test scenario in the test case has 'Passed'

Defect Management

When a defect is identified during QA testing, a 'Bug' ticket is created and assigned to the development team to resolve. Once this is completed, the 'Bug' ticket is re-assigned to the QA team for further testing. This process is repeated until the defects are fixed.

Testing, Methods and Tools

- ✓ All testing is completed manually using a set of test cases created based on the business and system requirements.
- ✓ A Requirement Traceability Matrix (RTM) is used to ensure each business and system requirement has a test case. This ensures 100% of all the features / functions are captured and tested (nothing is missed)
- ✓ The project team uses a tool called Jira to record and track bugs
- ✓ The project is managed and tracked using Celoxis (Project Management Tool)

3.6 Data Migration

The data migration is the process of moving data from the source (data stored in the database system) to the new system, in the format of Excel (csv). The process involves: cleaning up the data, assessing the data quality, mapping the source to the target, loading the data into the new system and verifying to ensure data is loaded correctly in the QA test environment. The data migration process can involve many iterations to ensure the data is cleaned, mapped correctly, loaded and tested.

Thentia will conduct an initial assessment of the data, looking for any inconsistencies, duplicates, missing data, validate business rules where applicable, and provide feedback. Thentia will send the client the Excel spreadsheet (csv) files for review.

The following is a summary of events to clean-up the data:

1. Client updates the database / csv files and “cleans” the data where applicable, and sends the files to Thentia
2. The development team will load the data into the new system, validate and identify any data issues
3. Discuss and review any data issues found with client for resolution
4. Repeat steps 1 through 3 until all data is cleaned and loaded successfully
5. The QA team will conduct a smoke test by accessing the new system to ensure the data loaded meets the requirements. Any data issues discovered will be resolved.
6. Client will have access to the new system to conduct additional testing to validate the data. Any data issues discovered will be resolved.

The following table outlines the responsibilities for completing each activity.

Migration Activity	Thentia - Responsible for	Client - Responsible for
Cleaning and preparing source data		✓ Clean-up of the source data (i.e. duplicate email or home addresses) ✓ Send copy of the existing data (the source) in the format of Excel (CSV).
Data Assessment	✓ Assess the source data, looking for data inconsistencies, incorrect or duplicate data (i.e. duplicate email address, multiple home addresses with variations of the same street / city, etc.)	✓ Additional data clean-up may be required
Mapping the data	✓ Map the source data to the target data	✓ Provide clarification if needed, mapping the source data to the target data.

		✓ Define business rules, if applicable
Load the Data and test	✓ Load the data into the new system, identify any data inconsistencies, verify data confirms to the business rules ✓ Update data mapping, if required	✓ Clean-up the data, if required ✓ Review and update business rules, if required ✓ Assist in resolving data inconsistencies
QA Test	✓ Validate the data loaded conforms to the data mapping and meets the business requirements	✓ Conduct smoke test to ensure the data loaded meets the business requirements
UAT		✓ Conduct smoke test to ensure the data loaded meets the business requirements

3.7 Training Plan

The purpose of the training is to provide the client - through a series of online (or in-person) sessions – with guidance on how to use Open Regulate system to achieve the desired operational outcomes during the implementation of the project. This way the client's staff are prepared and ready to use the system immediately upon implementation. Please note that in-person training sessions may incur an additional cost.

Training Plan (3-step process):

1. Perform a needs assessment (i.e. identify key areas that may require more in-depth training)
2. Provide training on Open Regulate
3. Support (i.e. follow up questions)

Training approach:

- ✓ Method: Online sessions
- ✓ Training agenda:
  - o General system overview - Explaining general terminology, icons, navigation, Login's
  - o Workbench – Menu functionality, where and how to find information
  - o Applicant portal
  - o Licensee portal
  - o Licensee verification register
  - o Reporting and exporting to Excel

- ✓ User guide - a draft will be developed prior to training and then refined as the training and system implementation are completed
- ✓ After the first round of training is completed, the project will accommodate two additional training sessions, if required

At the end of the training, the client will have the knowledge and skills required to support their business operations through the Open Regulate system.

3.8 Team Structure

Below is a description of the roles we will make available for the project. All roles are filled by personnel that are full-time employees at Thentia.

Project Manager and SCRUM Master

The project manager's role is to develop, according to project management institute standards, a host of project documents such as a project charter, project plan, communication plan, meeting minutes and follow-ups. The project manager will also conduct regular weekly meetings with client staff to receive continual feedback on deliverable status to ensure that the plan is always moving forward, and dates are attributed to every activity.

At the very core, the project manager is responsible for ensuring no activity on a project is left without a date and that the project is always moving toward completion.

Business Analyst

The business analyst's role is to review the regulations, by-laws of any intersecting regulatory body along with the business processes of the client and to work collaboratively with the client to map out business processes in the form of flow charts and written documentation (business requirement document and system requirement specifications) to ensure the system's requirements and ensuing functional specifications provide adequate compliance with the client's regulatory and administrative obligations.

The business analyst also works closely with the development team to ensure data is mapped correctly and assists in developing test cases for quality assurance.

Solution Architect

The solution architect's role is to take the requirements and process flows developed by the business analyst and develop a design as well as technical specifications to support them. These technical specifications will ultimately be used by the solution architect and the development team to create the necessary customizations to our core product platform to support the client's exact needs.

Programmer Analyst

The programmer analyst's role is to perform development activities as required to implement the technical specifications and business requirements as according to project documentation.

Quality Assurance Analyst

The quality assurance analyst’s role is to develop test cases which are essentially a list of expected inputs and outputs of the system based on the requirements and specifications. The QA analyst then executes testing against each module to ensure compliance with the requirements and specifications prior to the client receiving them for acceptance.

UI/UX Designer

The UI/UX Designer will be responsible for creation of visual design for the front-end user interfaces.

Account Manager

All clients are assigned an account manager with the kick-off of the project. Although they will not play as active a role during the project implementation phase (when the project manager and business analyst are leading), their true value will flourish post-launch.

The role of the account manager is to build rapport and maintain a strong working relationship with the client. They’re your internal champion at Thentia.

As a proactive measure, the account manager will establish a regular communication cycle with the client. They will want to stay current on any outstanding support tickets and escalate as necessary, learn about and plan for upcoming change requests, and engage on anything the client deems important or urgent. They will also provide status reports about relevant KPIs, product roadmaps, and After-care utilization.

4. QUOTATION AND PAYMENT TERMS

4.1 Quotation

Solution Implementation

- ✓ Design, build and configure Workbench back-office portal
- ✓ Design, build and configure online application portal
- ✓ Design, build and configure online licensee portal
- ✓ Design, build and configure online public register
- ✓ In-depth consultation with customer for custom solution requirements and architecture
- ✓ Dedicated project manager and regularly scheduled progress meetings
- ✓ Data mapping and migration (import)
- ✓ Quality assurance
- ✓ UX Design
- ✓ Staff training

Software Hosting, Licensing, and After-care

- ✓ Set-up/maintenance of production (live) and pre-production (test) environments on AWS
- ✓ 99.8% uptime guarantee
- ✓ High availability cloud hosting with unlimited storage
- ✓ 30-day backup retention
- ✓ 24x7x365 critical support (system down)
- ✓ Monthly database resource usage reporting
- ✓ Daily external vulnerability scanning
- ✓ Unlimited Workbench users
- ✓ Assigned Account Manager
- ✓ Quarterly account review meeting and status report

Pricing

- ✓ Solution implementation / launch, software hosting and licensing
  - $1200 / month (all inclusive)
  - 5-year term – No set-up fee

- ✓ After-care (professional services / software development)
  - A-la-carte: Starting at $225 per hour
  - Monthly packages: Flat $150 per hour

4.2 Payment Terms

Below are the payment terms that apply once a Master Services Agreement is signed between Thentia and the client.

- ✓ All fees in section 4.1 are invoiced in US dollars
- ✓ All fees in section 4.1 do not include applicable taxes
- ✓ Fees are pre-paid on an annual basis with the first solution deployment payment due upon the commencement of the contract term

5. THENTIA CONTACTS

Andre Forget
EVP, Global Enterprise Accounts
andre.forget@thentia.com
647-362-9525

6. APPENDIX A: SECURITY DETAILS

ISO 27001 Compliance

ISO 27001 specifies a management system that is intended to bring information security under management control and gives specific requirements. Organizations that meet the requirements may be certified by an accredited certification body following successful completion of an audit.

Most organizations have several information security controls. However, without an information security management system (ISMS), controls tend to be somewhat disorganized and disjointed - often implemented as just point solutions to specific IT or data security situations and leaving non-IT information assets (such as paperwork and proprietary knowledge) less protected.

ISO/IEC 27001 requires that management:

- ✓ Systematically examine the organization's information security risks, taking account of the threats, vulnerabilities, and impacts;
- ✓ Design and implement a coherent and comprehensive suite of information security controls and/or other forms of risk treatment (such as risk avoidance or risk transfer) to address those risks that are deemed unacceptable; and
- ✓ Adopt an overarching management process to ensure that the information security controls continue to meet the organization's information security needs on an ongoing basis.

SSAE Compliant Data Center

SSAE 16, also called Statement on Standards for Attestation Engagements 16, is a regulation created by the Auditing Standards Board (ASB) of the American Institute of Certified Public Accountants (AICPA) for redefining and updating how service companies report on compliance controls.

Biometric Fingerprint Scanning

Traditional identity cards are set for a major downgrade to obsolescence. Organizations are realizing that fingerprint-based access control is much more effective than traditional identity cards in both enrollment and operational conditions.

With fingerprint readers installed at entry and exit for employee authentication, fingerprint-based swipe-in and swipe-out mechanisms in office are getting integrated with timekeeping and attendance management systems. Such systems eliminate buddy punching and proxy attendance which have been traditional headaches for Human Resource departments.

Thus, the overall efficiency of employee access, authentication, timekeeping and attendance is improved while the convenience is much more for employees as well as they no longer need to carry identity cards with them everywhere in the office premises.

With the rise in security breaches in recent years, Thentia has adopted biometric fingerprint scanning and authentication to access our server environment. This directly addresses an important ISO 27001 Compliance audit requirement.

Proximity Card Readers

A proximity card or prox card is a "contactless" smart card which can be read without inserting it into a reader device, as required by earlier magnetic stripe cards such as credit cards and "contact" type smart cards. Held near an electronic reader for a moment they enable the identification of an encoded number.

The ID card uses an RFID Proximity chip to allow access to many residential and academic buildings. When placed near a reader, the chip receives a Radio-Frequency signal which provides enough power to send the card's unique number back to the reader. The information is processed, and access is either granted or denied. Thentia requires all staff to have their proximity card in possession to enter and exit our business headquarters. This also directly addresses an important ISO 27001 Compliance audit requirement.

Data Centre - 24/7 Video Surveillance and Continuous Security Officer Patrol

Thentia's Data Center located at 151 Front Street in Toronto, features a 24/7 security presence with guards at the desk and a sign-in policy for visitors with verification by government issued ID. There is a full access control system with proximity card ready and multiple camera servers with cameras providing at least 90 days for video retention.

Strong Perimeter Defense

Layering security methods reinforces the ability of organizations to prevent cyber threats from penetrating security perimeters. The idea behind the efficacy of layered security is that any individual defense mechanism, no matter how healthy and robust it seems, may be flawed to the point it permits destructive intrusion and irreparable damage. Consequently, businesses employing a series of strong IT defenses layered in a way that covers another layer's weakness are more likely to survive an attack by internal or external threats.

Network Firewalls

A firewall is a system designed to prevent unauthorized access to or from a private network. Firewalls prevent unauthorized Internet users from accessing private networks connected to the Internet, especially Intranets.

Threat Monitoring

Threat monitoring refers to a type of solution or process dedicated to continuously monitoring across networks and/or endpoints for signs of security threats such as attempts at intrusions or data exfiltration.

Strong Password Protection

A password that is difficult to detect by both humans and computer programs, effectively protecting data from unauthorized access. A strong password consists of at least six characters (and the more characters, the stronger the password) that are a combination of letters, numbers and symbols (@, #, $, %, etc.). Passwords are typically case-sensitive, so a strong password contains letters in both uppercase and lowercase. Strong passwords also do not contain words that can be found in a dictionary or parts of the user's own name

Automatic Time-Out

A session timeout is an important security control for any application. It specifies the length of time that an application will allow a user to remain logged in before forcing the user to re-authenticate

Intrusion Detection

An intrusion detection system (IDS) is a system that monitors network traffic for suspicious activity and issues alerts when such activity is discovered. Thentia's intrusion detection systems are capable of taking actions when malicious activity or anomalous traffic is detected, including blocking traffic sent from suspicious IP addresses.

Anti-Virus Detection

Anti-virus software is a software utility that detects, prevents, and removes viruses, worms, and other malware from a computer. Most anti-virus programs include an auto-update feature that permits the program to download profiles if new viruses, enabling the system to check for new threats.

High Availability and Multi-Redundancy

High availability (HA) is a deployment in which two firewalls are placed in a group and their configuration is synchronized to prevent a single point of failure on the network.
Multi-redundancy is the duplication of critical components or functions of a system with the intention of increasing reliability of the system in the form of a backup or fail-safe and to enhance system performance.

Hourly Data Backup

Our service provides hourly data back-ups in case data needs to be restored, an especially important feature during high transactional periods.

Non-Recoverable File Deletion

Deleting files just marks the space the file takes up on your drive as reusable. So, until that space is overwritten, the file is recoverable by a data recovery program.
To make the files unrecoverable, Thentia uses a utility that deletes and overwrites the space on the drive where the file was located. The process is known as “shredding” and securely deletes the files by overwriting them so they’re unrecoverable. This prevents sensitive information and documents from being accessible in the future.

Prepared for:

Nevada State Board of Landscape Architecture

February 28th, 2020

By

Helping government to do more

Albertson Consulting

BIG PICTURE™

Proposed Pricing

ITEM NO.	DESCRIPTION OF COSTS (Fully Hosted & Supported Solution)	PROPOSED PRICING
1	One-Time System Implementation & Standup/Configuration of Online COTS Licensure System Includes: 1) Setup Renewal Forms for 2 License Types • Application for Professional Registration • Application for Landscape Architect-In-Training Registration 2) Integration of boards (1) current online renewal forms Integration into boards existing website 3) Fully Functional Database & Repository 4) Integration of Online Forms Listed Below • Landscape Architect Reference Form (pdf) • Postgraduate Work Verification Form (pdf) • Change of Address Form (pdf) • Public Records Request (pdf) 5) Online Compliant Form Database Integration of below form • https://hal.nv.gov/form/NSBLA/Complaint_Form 6) Online License Verification Integration into boards existing website 7) Data Import approximately 400 records 8) Training for 1 staff member 9) Database Setup & Admin Setup 10) Payment Integration into PayPal 11) 1 Hour Monthly Non-Accumulating Support Hours	**$940/Monthly**

2	Interfaces to National Associations (Optional) One-Time Integration	**$1,200**
3	Hourly Rate for Support for additional hours of support	**$135,00/Hourly**
	TOTAL Vendor Hosted System Implementation Costs	**$940.00/Monthly**

CONFIDENTIAL

Helping government to do more

Albertson Consulting

BIG PICTURE™

Big Picture Software

E-Licensing Software Overview

Regulatory & Professional E-Licensing Software

Introduction

Albertson Consulting Inc., (Big Picture™ Software) believes that the **Nevada Board of Landscape Architecture** will require e-Licensing database & content management system that not only meets the current requirements of the ***board*** but also has the configurability and flexibility to meet the ever changing future requirements of the ***board***. This will require a vendor who is mission-aligned, accountable and reliable and who demonstrates the competency to fully execute the project.

When it comes to **configurability, we are the champions**. Other software vendors may claim that they have the ability to easily configure, add or modify record types or record fields. With other vendors, any of these modification requests will, in most cases, require that you call their support line and incur some support costs. With Big Picture™ Software, we enable the customer to easily add record types, modify fields and create custom templates and forms. Our intuitive user interface gives complete control to our customers which not only provides cost savings and reduces support calls, but also saves time by allowing the customer to make modifications at any time.

Not only is deploying and supporting the software easier when you host your site with us; there is also a substantial cost savings for your ***board***. No additional equipment or technical resources are necessary. When Big Picture™ Software hosts your application, we provide easy access for your staff members. Our web-based application is always accessible via the Internet. Over 99% of our customers host their sites with us, and we provide the experience, knowledge, security and added peace-of-mind that comes with a professional hosting service like ours.

Albertson Consulting (Big Picture™ Software) is pleased to present this proposal which will outline our past experience, expertise and understanding of the needs and requirements of the **Board.**

What We Offer

We are more than just a software licensing company. We pride ourselves on building long-term partner relationships with our customers – just ask any of them. We believe that every one of our customers is an asset to our continued growth and the ever evolving strength of our product. Software licensing for regulatory agencies, such as the **Nevada Board of Landscape Architecture** that requires a licensure management database and software solution that has the maturity, sustainability and configurability to change as the ***board's*** requirements change.

In our proposal, we offer the **Nevada Board of Landscape Architecture** a technology partner who will proactively respond to change, deliver on-time within budget and provide a level of continued customer service that we hope will surpass the ***board***'s expectations. Our proposal and our licensing software will meet all of the ***board's*** d requirements.

Corporate Experience

Albertson Consulting, the parent company of the COTS Big Picture™ Software, was established in 2000. Since its inception, Albertson Consulting has engaged in the business of software development, support and hosting. In 2003, we deployed our first Big Picture™ Software solution, and we have been licensing and supporting it for clients across the nation ever since. Customers consistently appreciate our ability to understand some of the many challenges they face with licensing requirements/regulations and legislative changes. Our licensure database management software provides a targeted approach and solution to all of these challenges. We produce excellent deliverables on-time and within budget.

In addition to mission alignment, Albertson Consulting brings a working knowledge of the business requirements and processes unique to the **Nevada Board of Landscape Architecture** licensing needs. Our licensure database management software has been deployed to state regulatory boards, agencies and departments for over a decade.

Albertson Consulting possesses over sixty years of cumulative experience in software database architecture, design and development. We specialize in delivering a world-class license management solution that improves business processes, increases efficiency and enhances overall agency management.

Our goal is to provide a licensure database software solution that the **Nevada Board of Landscape Architecture** will continue to use for the next ten years and beyond like our other customers. Albertson

Consulting will provide a world class licensure management database solution at an affordable price that will exceed the board's requirements. If the **Nevada Board of Landscape Architecture** selects Albertson Consulting, you will capitalize on our experience, expertise and ability to successfully execute on our deliverables.

What Makes Us Different

We realize that a handful of other software licensing providers have expressed interest and will likely submit competing ***price quotes*** to provide a licensure management system. However, we believe that our proven deployment method offers the most configurable, scalable and timely installation to fulfill the **Nevada Board of Landscape Architecture** licensing needs.

We believe our proposal is unique for several reasons:

- ACI provides over ten years of proven expertise in software licensing and database solutions
- Configurability
- Proven methodology of deployment with similar board's
- A deployment team that understands and possesses extensive experience in similar implementations
- Track record of on-time within budget deployments
- Outstanding customer care team
- An unequaled understanding that one software size does not fit all
- Innovative team of developers along with a quality management team that continues to exceed client expectations
- True 100% web-based licensure database management software solution that from conception was designed with the cloud in mind

Hosted Solution:

We offer the ***board*** a hosted turn-key license management system.

We will host your solution on our servers or no additional charge. Our annual support/maintenance plan includes hosting your software application and database in our world class hosting facility. We have a 99.9% uptime so you can be confident that your application will be online and ready to assist your agency 24 hours a day, 7 days a week, and 365 days a year. Our servers are housed in a Tier III carrier class data center, where security is of the utmost importance, authorized-only access to the hardware and software is required.

Not only is deploying and supporting the software easier when you host your site with us; there is also a substantial cost saving for your ***board***. No additional equipment or technical resources are necessary. Our hosted solution provides easy access for your staff and agency members. Our web-based application is always accessible via the Internet. Over 95% of our customers

Because we have many other customers just like you, we can offer a very quick turnaround on support and deploying changes to the system. Our cloud-based software as a service offering has been chosen by many other state entities and successfully managed for years.

Network security and support is critical in managing deployments. Our hosted deployments have had great success with this in terms of our ability to execute deployments, provide high quality, timely support coupled with exceptional uptime, consistency, and security. Backups are performed daily for portions of the system and on a more frequent basis for other portions of the system, first to tape and then to an external data recovery location. All data and privacy protection are done in accordance with industry standards.

In terms of our hosting, the application sits behind clustered firewalls, switches and network gear running in a virtualized environment backed by an enterprise clustered server and NAS. This environment is currently supporting most of our clients and has been for the last thirteen years with remarkable uptime and satisfactory response times.

Working with your staff and state IT professionals, we will do our best to deploy the application into a similar environment.

Data Conversion Service

Big Picture Software has conducted a multitude of data migration for most all of the past implementations of our licensing software. We have a set methodology. The methodology consists of the following:

- Analysis of all data to be collected. Both meta-data (ie database, excel spreadsheets, access database, etc) and files (files in file shares, other ECM products, desktops)
- Create a migration specification document
- Analyze and clean legacy data to be imported. This action needs customer support to help clean the data if necessary.
- Conduct a test migration of dataset.
- Users review the test set
- Migrate all data
- Reconcile and resolve any issues
- Provide a reconciliation report of results

Big Picture will be able to import electronic records that are delivered to our staff. Typically these records are in delimited text files. Often other types of files are delivered to our staff to import into our central repository. In the case where a customer is not capable of delivering their records, our staff may be able to pull the records out of the existing internal database system if it has ODBC connectivity or data dump capabilities that render textual files.

Training

Big Picture will conduct training for all designated staff members who will be using the new software/database system. Method of training will be conducted either on-site or via webcasts and will be determined at kick-off meeting. Training will be specific for each job role within your organization. On-going training of ***board*** staff will be conducted as new staff is added.

Project Management Team

Even the best software product and implementation support team alone cannot ensure a successful project implementation. A proven project management team that focuses on collaboration among team members will help ensure a successful deployment and implementation. Strong project management leadership combined with proven implementation strategies and a work plan that focuses on all of the key elements of the software development and deployment lifecycle is a necessity for the success of a project of this scope.

Big Picture Software focuses on the use of proven industry-standard processes and best practices for project-level activities. By aligning the pre-defined project plan with management of project scope, schedule, cost, quality, staffing, communications, risk, integration and deployment, will greatly increase the success of an on-time deployment of the new system that meets all requirements in the solicitation. Our close collaboration and interaction with the ***board*** 's project team and technical support team in every aspect of the project is absolutely essential to project success. We will leverage our past experience in implementation and software configuration, data conversion, testing, training to ensure success of this project.

Big Picture Software's knowledge and past experience with challenges associated with legacy migrations will provide guidance and insight as part of the project management process.

In an effort to reduce the risks that are associated with any deployment, our project team takes a proactive risk management approach which identify risks. Once risks are identified they communicated and escalated to all project teams for resolution. Our risk management approach is based on our experience in implementing similar projects of the same size and scope in other states.

Project Approach

We understand the necessity for the ***board*** selecting the right vendor to ensure that the project implementation is a success which is the cornerstone for building a long lasting client/vendor relationship. The ***board*** will experience a new refreshing approach to project management and client implementation if Big Picture is the selected vendor. Our project team will apply best standards and practices when implementing our software ensuring a timely and on-budget project. We believe in building our business one customer at a time, a satisfied customer is a long term customer.

Project Team

A successful deployment starts with a skilled team of seasoned professionals that understand the project task and ensure completion on time. We realize that not all implementations will be exactly the same, and that sometimes delays such as product enhancements and change orders which are outside of the original scope will arise from time to time.

Our project team will work closely with the board to ensure that all enhancements or scope changes are clearly communicated and project timelines/milestones are adjusted according. Communication is crucial to ensure a successful implementation and your dedicated project manager will cultivate a strong client/vendor relationship.

Technical & Customer Support

Our technical and customer support is offered through our office in Minot, North Dakota. Standard technical support is available Monday-Friday from 8:00 AM-5:00 PM. Standard support typically encompasses any type of training, deployment efforts, development, enhancements support, testing, and project management efforts to access these resources during normal business hours.

A dedicated Project Manager & Customer Service Representative will be assigned to assist with initial implementation and ongoing support. Desktop support will also be available as a method if required to resolve technical issues or end user support

Standard response callback time is within 24 hours or one business day. Depending on the type of task requested for support times to complete will vary depending upon complexity of the problem. The preferred method of contact would be through our Task Management System. Escalation process will be discussed and finalized during kick-off meeting.

Typically these requests are confirmed in one business day. Standard support will also be providing strategic support and any other necessary services. Below would be a typical support level offering.

We will supply the end user and administrative user along with online manuals that can be used to train future staff. All future training outside of the original scope of work can be directly addressed under the ***board*'s** maintenance agreement.

Hours of Support

Phone, email, and online support is offered M-F between 8:00 am to 5:00 pm (CST), excluding recognized holidays. On-site support can be requested and scheduled at customer's request if necessary at additional cost. Time and material will be billed to customer.

Board Staff Inquiries

The ***board*** will have access to the project team and key individuals working with the project staff. Both email and phone communication will be utilized for support issue and problem resolution related to the project. Urgent items are addressed the same day. Non-urgent items are addressed within 24 hours.

Response Times

Depending on the type of request typical customer support issues are usually handled within a 24 hour period upon receiving the request. Emergency requests are handled and prioritized according to the critical nature of the request.

In-House-Task Management System

The ***board*** will utilize our in-house task management system that has been utilized for 15 years. It will serve as the main project management, enhancement management and support management for the lifetime of the project. This website primarily will serve as a central repository of all project communication and document storage. It will also include an outstanding list of tasks and issues that can be utilized for support purposes.

Board Staff Response Time

As with every deployment and implementation we understand that the ***board's*** staff may have other priorities that arise during the project implementation which may cause delays in receiving response or required information needed for the project team on our side. We will work with the ***board*** staff to ensure that both the board and our project team have agreed upon reasonable response times for requested information etc.

In Closing

Albertson Consulting is confident that while other respondents may be offering some of the same licensing components, we are proposing a licensing solution that will meet the **Nevada Board of Landscape Architecture** current and future needs without additional costs. We are able to do this because of the architectural foundation of our software that allows our customers to easily make changes without having to continually pay for support or enhancement services.

If you have any questions regarding the cost proposal, please contact ***Troy Rauschenberger, Director of Government Markets,*** at ***troy@ebigpicture.com*** or you can call ***701-839-7523 Ext. 114.***

Thanks again for allowing ***Albertson Consulting Inc.*** the opportunity to present our cost proposal. We look forward to speaking with you.

BIG PICTURE software

REGULATORY & LICENSING

Big Picture for Regulatory Licensing

Big Picture Software is a comprehensive solution for the management of a professional licensing or licensure board, commission, agency or department at the local, state, or federal level.

Health boards managing such areas as veterinary medicine, physical therapy, pharmacies, doctors, and nursing see tremendous gains in efficiency with the centralized collection, inspections, storehousing, and accessibility of data that a cloud-based solution offers.

Save time and money by streamlining your agency's operations in a secure, single Online Repository for all Licensure and Programs.

REGULATORY & LICENSING

Licensing Management Software helps you manage your...

Online Services
Gives licensees control of simple information updates in a secure online environment.

- View License Application Status
- Name Change, Address Change
- Update CEU Credits
- Reprint License
- View Disciplinary Actions
- Survey Hospitals & Clinics

Enforcement / Case Management
All-in-one disciplinary management system.

- Manage Complaints & Disciplinary Actions
- Compliance Tracking
- Recurring Reminders
- Lawyer Login
- Workplace Impairment
- Drug Test Tracking
- Public/Private Document Publishing
- Subpeonas, Complaints, Dockets, Tasks

Reports
Run defined reports and create custom reports that summarize & merge your data.

- Custom Reporting
- Run Transaction Reports
- Create Ad Hoc Reports
- Reconcile Credit Cards
- Create Category Reports
- Reconcile Deposits

Employers / Establishments
Allows employers of board licensed personnel to perform license queries online.

- Verification of License Status
- Secure and Private Access
- Search by Company, Name, or City
- Configure Search Result Screen
- View License Status

Portal View

- User-Configurable Widgets
- Configure Views of Database by Group Permission
- See Saved Searches, Latest Documents & Tasks

Renewals & Applications
Turn-key licensee lifecycle management.

- Secure Licensee Login
- Accepts Payment
- Eliminates Paper Renewal Forms
- Records Transaction in Central Repository
- Allows Batch Renewals
- Prints Licenses
- Email Renewal Reminders
- Barcoding Renewal Payments

Website
Create and modify website content in a secure environment.

- Manage Web Content
- Publish News Stories
- Maintain an Events Calendar
- Send eNewsletters
- Communicate through Messageboards
- Administer Online Surveys
- Take Orders through a Shopping Cart
- Process Credit Card Payments

Database
Manage contact, prospect, and certification information in a real-time, secure online "Correspondance Engine."

- Contact History
- Tasks & Reminders
- Manage Contact Profiles
- Print Addresses on Labels or Envelopes
- Publish a Licensee Roster
- Accept Applications
- Record Payments
- Process Renewals

Documents
Create and collaborate on business documents that engage readers and produce results.

- Archive Transcripts and Applications
- Email Renewal Reminders
- Create & Print Reports

Workflow Management
Manage tasks in a workflow system.

- Create Tasks
- Manage AdHoc Tasks
- Portal Widget: Overdue & Unassigned Tasks
- Automatically Generate Overdue Tasks Letters

Inspections
Manage inspections centrally and in the field.

- Setup & Manage Facilities
- Setup & Manage Inspections
- Web-based Collection System for All Inspectors
- Secure Online Inspection Form Manager & Editor
- Inspections on Many Supported Devices

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BIG PICTURE software™

PROFESSIONAL ENGINEERS

Big Picture e-Licensing Regulatory Software

Big Picture's Professional Engineers & Surveyors Board Licensing software is a comprehensive solution that streamlines the licensure cycle, including: license/certificate/registration applications and renewals, verifications, continuing education, and disciplinary actions in a centralized cloud-based solution.

Professional Engineers

Retired Professional Engineers

Engineering Companies

Engineer Interns

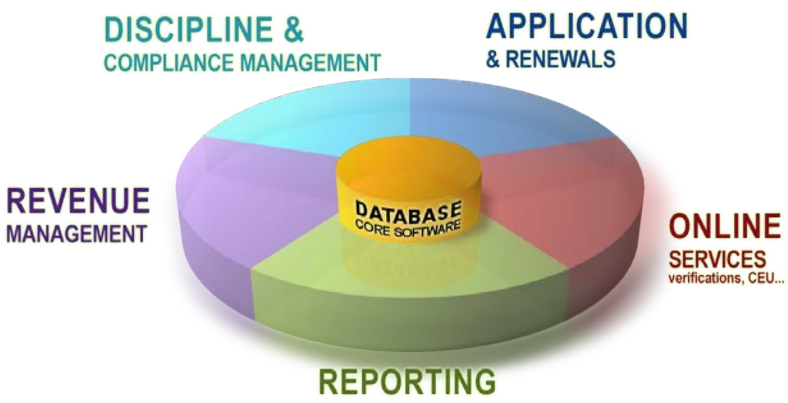
Surveyors

If you'd like to learn more or schedule a demo...

(888) 907-2790 or sales@ebigpicture.com

One deployed system to manage:

- License Records
- Documents
- Discipline
- Contacts
- Workflow
- Payments
- Website



BIG PICTURE™ software

PROFESSIONAL ENGINEERS

e-Licensing Regulatory Management Software helps you manage your...

Licensee Services

Gives licensees control of simple information updates in a secure online environment.

- View License Application Status
- Name Change, Address Change
- Update CEU Credits
- Reprint License
- Federation Interface

Enforcement / Discipline

All-in-one case management system.

- Manage Complaints & Disciplinary Actions
- Compliance Tracking
- Public Views Disciplinary Actions
- Recurring Reminders
- Lawyer Login
- Workplace Impairment
- Drug Test Tracking
- Public/Private Document Publishing
- Subpeonas, Complaints, Dockets, Tasks

Reports

Run defined reports and create custom reports that summarize & merge your data.

- Custom Reporting
- Run Transaction Reports
- Create Ad hoc Reports
- Reconcile Credit Cards
- Create Category Reports
- Reconcile Deposits

License Verification

Allows public & employers of board-licensed personnel to perform license queries online.

- Verification of License Status
- Secure and Private Access
- Search by Facility, Name, or City
- Configure Search Result Screen
- View License Status

Renewals & Applications

Turn-key licensee lifecycle management.

- Secure Licensee Logins
- Accepts Credit Card Payments
  (State or Third-Party Payment Gateway)
- Eliminates Paper Renewal Forms
- Records Transactions in Central Repository
- Allows Batch Renewals
- Prints Licenses
- Email Renewal Reminders

Website

Create and modify website content in a secure environment.

- Manage Web Content
- Publish News Stories
- Maintain an Events Calendar
- Publish Documents, Minutes, Agendas
- Send eNewsletters
- Surveys

Database

Manage contact and certification information in a real-time, secure online “Correspondence Engine.”

- Record Contact History
- Create Tasks & Reminders
- Manage Contact Profiles
- Print Addresses on Labels or Envelopes
- Publish a Licensee Roster
- Accept Applications
- Approve & Deny Payments
- Process Renewals
- Archive Transcripts and Applications
- Email Renewal Reminders
- Create & Print Reports

Workflow Management

Manage tasks in a workflow system.

- Create Tasks
- Manage Ad hoc Tasks
- Portal Widget: Overdue & Unassigned Tasks
- Automatically Generate Overdue Tasks Letters

Board Documents

Gives Board members access to up-to-the-minute documents in a secure “cloud” environment.

- Annotate Text or Images in Web Browser
- Search Across All Documents for Comments
- Organize Notes with Tags and Descriptions
- Enhanced Security: Documents Kept in Cloud
- Reduced Paper Printing Costs

Portal View

- User-Configurable Widgets
- Configure Views by Group Permission
- See Saved Searches, Latest Documents & Tasks

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BUSINESS SOLUTIONS

Big Picture™ Software Business Solutions

Are you capitalizing on the automation capabilities of the Internet? We understand and provide solutions for your business and technology pain. Manage your website content. Connect management, staff, customers, and associates in new ways. Streamline business processes. Integrate your databases.

What is your pain?

REFERENCE CUSTOMERS

Investors Real Estate Trust, Newkota, Farm Credit Services, SD Board of Dentistry, Kentucky REA, NV Social Work, WV Professional Engineers, ND Dept. of EMS, Minot Housing Authority...

Big Picture™ software runs in your web browser. It will enable you to manage your business processes and website content more efficiently.

BUSINESS SOLUTIONS

Big Picture™ Business Solutions helps you manage your...

Document Repository
Manage & publish documents in a real-time, secure paperless environment that's accessible 24/7 and protected in a data vault.

- Eliminate Document Retention & Storage
- Automatically Send Notifications of New Content

Marketing & Management
Streamline operations.

- Send eMail & SMS Alerts
- Create & Run Mail Merges
- Scheduling
- Call Centers & Online Reservations

Database
We will build you a database or integrate with your existing one.

- Reorganize Existing Data
- Extend Database to Clients, Employees, Vendors

Inventory
Manage inventories of vehicles, real estate, etc. with tools that enhance the customer experience.

- Represent Internal Inventory on Website
- Manage Categories, Options, Amenities

System Integration & Automation
Streamline your business processes by tying together separate data stores in a cohesive environment.

- Synchronize Data Stores (Access, Excel, QuickBooks)
- Automate Tedious & Error-Prone Tasks

Reports
Let us customize reports that work with your Big Picture tools and your existing software.

- Detailed Management Reporting
- Monitor Critical Business Indicators
- Dashboard for Easy Access to Often-Used Reports

Website
Create and modify website content in a real-time, secure online environment.

- Manage Web Content
- Publish News Stories
- Maintain an Events Calendar
- Accept Encrypted Applications

Accounting
From enterprise systems to small business packages, we have a solution for you.

- Integrate Disparate Systems
- Quickbooks Upgrades
- Inventory Systems
- General Accounting Solutions
- Microsoft Great Plains Partner

eCommerce
Sell products in a secure environment that's your online storefront.

- Create a Virtual Store
- Publish a Product Catalog or Shopping Cart
- Accept Credit Card Payments
- Track Prospects & Manage Order Fulfillment

Employee Portal
Users see tailored data views & reports.

- Automatically Send Notifications
- Managed Widgets & Graphs
- Key Performance Indicators
- Mobile Access

CRM & Knowledge Management
Customer Relation Management helps your business to track and manage customer and critical business knowlege.

- Track Employee, Client, & Partner Interactions
- Support Sales & Customer Service
- Goldmine Replacement

Our customized solutions give you options tailored to your needs!

Implementation Consulting • Support & Training • Project Management & Business Analysis • Custom Development • Site Design & Layout

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About Our Company

Company Overview

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In addition to mission alignment, Albertson Consulting brings a working knowledge of the business requirements and processes unique to the board's licensing needs. Our licensure database management software has been deployed to state regulatory boards, agencies and departments for over ten years. We have successfully worked with some of the largest associations of retired educators in the U.S. along with doing very specialized work for the

Company Mission

Our goal is to provide the best possible solution that will increase productions, reduce redundancy; streamline processes to "Help Government Do More" building relationships one board at a time.

Company Vision

Big Picture Software develops and delivers guidance and vision in e-Licensing for government agencies. Combined with a successful track record of implementations, talented and visionary staff, a commitment to excellence a personal touch, we hope to always exceed our customers' expectations.

Company Values

- Customer First
- Accountability
- Long Term Relationships
- Teamwork
- Trust & Responsibility
- Credible
- Responsiveness

National Air Transportation Association (NATA). Our customers, regardless of industry, utilize the same core database and components demonstrating the configurability of our software.

Albertson Consulting possesses over sixty years of cumulative experience in software database architecture, design and development. We specialize in delivering a world-class license management solution that improves business processes, increases efficiency and enhances overall board management

Contact Us (\contactus.asp)

Our Team

Daniel Albertson
Founder, CEO, Owner

Troy Rauschenberger
Director of Govt Markets

Doug Frazier
Senior Software Developer

Tim Ingerson
Software Developer

Tenelle Vetter
Software Developer, System Admin

Derek Schaible
System Admin, Network Ops

Zoe Spooner
Project Manager, Senior Online Services

David Hoffman
Project Manager, User Experience

Val Korb
Project Manager, Online Services

Melissa Helgeson
Project Manager, Online Services

Brian Deaver
Project Manager, Data Integrator

CONTACT US

Do not hesitate to contact us if you have any questions or feature requests:

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RECENT NEWS

- Big Picture Attends NASCLA Convention (/news/index.asp?id=126)
- Administrators in Medicine Annual Conference (/news/index.asp?id=115)

SOCIAL

(https://www.facebook.com/pages/Big-Picture-Software-Inc/362369523895794)

Software Solutions

Comparison

Let's compare apples to apples not apples to oranges...

When it comes to configurability, we are the champions. Other software vendors may claim that they have the ability to easily configure, add or modify record types or record fields. With other vendors, any of these modification requests will, in most cases, require that you call their support line and incur some support costs. With Big Picture™ Software, we enable the customer to easily add record types, modify fields and create custom templates and forms. Our intuitive user interface gives complete control to our customers which not only provides cost savings and reduces support calls, but also saves time by allowing the customer to make modifications at any time.

Not only is deploying and supporting the software easier when you host your site with us; there is also a substantial cost savings for your agency. No additional equipment or technical resources are necessary. When Big Picture™ Software hosts your application, we provide easy access for your staff and board members. Our web-based application is always accessible via the Internet. Over 95% of our customers host their sites with us, and we provide the experience, knowledge, security and added peace-of-mind that comes with a professional hosting service like ours.

Comparison Overview

Big Picture for Licensing Boards	**The Competition**
Full Configurability	Locked-in canned Product
A deployment team that understands and possesses extensive experience in similar implementations	Local companies with less depth of enterprise database needs
Track record of on-time within budget deployments	Questionable ability to deliver
Outstanding customer care team	Lack of support
One software size does not fit all	Forces organization to fit their software
True 100% web-based licensure database management software solution that from inception was designed with the cloud in mind	Software that requires desktop components
Working knowledge of many payment interfaces	Locked-in payment gateway
Experience with National/Federation web-based interfaces	Lack experience with external interfaces

Don't be misled by vendors offering "free" installations, or low monthly hosting/support costs causing budget overruns and project delays due to funding because of initial budget allocation changes. We have seen this scenario time and time again, vendors offering "free" implementation in their RFQ responses only to surprise the board with inflated support costs on the back-end after the implementation has started or charging additional cost for data migration. We all know that if someone says "free" it usually means it's too good to be true. We offer upfront pricing, no hidden fees, no inflated back-end support costs, we believe this approach has continually won us bids over other vendors.

What makes our software different from other e-Licensing software vendors?

- Big Picture provides proven expertise in licensing software and database solutions
- Proven methodology of deployment with other boards
- Innovative team of developers along with a quality management team that continues to exceed client expectations

Commercial Off-the-Shelf Solution

Big Picture™ Software is a commercial off-the-shelf (COTS) solution. The (COTS) solution allows agencies to have more control over the configuration of the software which bests fits their agencies overall requirements. Depending on the Support Plan you choose, your agency can decide how much support will be required for you internal or IT Staff. You can always upgrade your annual support plan at any time.

Contact Us (/contactus.asp)

CONTACT US

Do not hesitate to contact us if you have any questions or feature requests:

100 Main Street S
Minot, ND 58701
Phone: 701.839.7523
Email: info@ebigpicture.com

RECENT NEWS

Big Picture Attends NASCLA Convention (/news/index.asp?id=126)

Administrators in Medicine Annual Conference (/news/index.asp?id=115)

SOCIAL

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Solutions

Software Industries (/software/#solutions) / Small Business CRM Solutions

Small Business CRM Solutions

Are you capitalizing on the automation capabilities of the Internet? We understand and provide solutions for your business and technology pain. Manage your website content. Connect management, staff, customers, and associates in new ways. Streamline business processes. Integrate your databases.

What is your pain?

Our consultants will help you design a system that gets you out of Excel-Hell!

Streamline Operations with Licensing Management Software

Big Picture Software™ provides small-t0-medium businesses with a true **“cloud-based”** software solution that will automate and streamline your organization. Manage employee HR forms, payroll, inventory, inspections, investigations, complaint tracking, and online payment processing.

We have been providing software solutions for over the past

KEY FEATURES:

- Per-form/page /field business rules
- Manage multiple business entities, such as customers, employees, inventory
- Employee Portals & Dashboards
- Mobile Web Applications
- Alerts & Notifications
- Customized data screens and search fields
- Online applications & registrations & renewals

nineteen years serving all types of business and government agencies. If your organization is looking to replace your existing system and would like to see some of the many features of our software please feel free to contact us (/contactus.asp).

Contact Us (/contactus.asp)

Small Business Solutions (1,520 KB) (/pdf/small_business_3.pdf)

- Compliance & Investigation tracking
- Online payment processing
- Automated workflow with built-in routing and task lists
- Inspections
- Upload documents and files
- Powerful ad hoc reporting and analytics tools
- Entity Relationship Management
- GIS integration
- Automated workflow with built-in routing and task lists
- Online self-service tools

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Services

Home / Software Solutions (/software/) / Services

Software Solution Services

Big Picture offers a talented implementation team and a dependable maintenance and support staff to help you every step of the way.

Implementation Services

Our varied and talented team of implementation specialists are here to guide your project from kick-off to on-time delivery.

Our business process analysts learn of your current processes and reduce your workload.

Project managers shepherd the project and work with your staff.

Our data integration specialists ensure your old system's data gets transferred to your new cloud-based database.

Our website user experience experts and designers will help you design a front-end web process for your public constituents, licensees and employers.

Lastly, our system admin staff ensure a seamless transition from your old system to your new one.

Maintenance & Support

A Team You Can Trust

Our project manager, Zoe (/about/), continues to impress with her ability to understand our requests and translate them into solutions that meet our needs.

In addition to excellent staff who are easy to work with, I think the flexibility of the Big Picture programs sets them apart from the field. Their programs do not require you to fit square pegs into round holes, as some modular programs do.
- Duane Houdek
Executive Secretary, ND Board of Medical Examiners

Services

The Big Picture™ Software client support team is available to assist you with world class customer service and support for our software.

Support services include:

- Software configuration and re-design
- Software functionality
- Custom reports and data search
- Task tracking system (Let's you see the status of any task submitted.)

Our support teams works with our development team to ensure that customer requests are handled as timely and efficiently as possible. The team will provide regular (Global) system upgrades to ensure that your agency is operating at peak performance. Our support team will notify you when global software updates are available.

Hosting Services

The Big Picture™ Software is not just a software package. In its standard deployment, it is a hosted turn-key license management system. Albertson Consulting hosts and supports applications for roughly 150 customers in 33 states nationwide. Our carrier class facility is certified SAS 70. Our application sits behind a PCI/DSS-Compliant Web Application Firewall (WAF) from Breach to protect our clients' software and data. The systems are checked for vulnerabilities by Nexpose a Rapid 7 product. This vulnerability detection system ensures that our network, operating systems, existing and new software is held to a manageable level of vulnerability from outside threats.

Because we have many other customers just like you, we can offer a very quick turn around on support and deploying changes to the system. Our cloud based software as a service offering has been chosen by many other state entities and successfully managed for years. It has also been chosen, audited and verified by TSA in a recent audit and by various publically traded companies that we do other types of business with.

Our hosting services provide your agency with a cost saving alternative to a self-hosted state side deployment, reducing costs and improving hardware and network security, reliability, and scalability.

Contact Us (/contactus.asp)

CONTACT US

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AGENDA ITEM 6.A

NEVADA STATE BOARD OF LANDSCAPE ARCHITECTURE
POSITION DESCRIPTION

Position Title:	Executive Director (FTE 0.49)
Date Originated:	March 6, 2009
Reviewed/Revised:	

<u>RELATIONSHIPS</u>:

Reports To:	Board President
Internal Contacts:	Board Members, Field Investigation Officers, Temporary Office Staff, Bookkeeper, Auditor, Deputy Attorney General
External Contacts:	State of Nevada Registered Landscape Architects, Landscape Architects-In Training, Applicants for Registration by Reciprocity, Examination and Landscape Architect-In Training, Council of Landscape Architecture Registration Board Members and Staff, Other State of Nevada Boards and Agencies, Nevada Construction Relations Committee, National Society of Landscape Architects, Vendors and Visitors.

<u>POSITION PURPOSE</u>:

Pursuant to NRS 623A.100 duties of the Executive Director include: (a) Keep an accurate record of all proceedings of the Board; (b) Maintain custody of the official seal; (c) Maintain a file containing the names and addresses of all holders of certificates of registration and certificates to practice as a landscape architect intern; (d) Submit to the Board each application for a certificate of registration or certificate to practice as a landscape architect intern that is filed with the Board; (e) If a holder of a certificate of registration or certificate to practice as a landscape architect intern has violated any provision of this chapter, file a complaint with the Attorney General; and (f) Perform any other duties assigned to him by the Board.

The Executive Director is responsible for the supervision, coordination and administrative services of the Nevada State Board of Landscape Architects. This position oversees all operations of the Board including: enforcement, quarterly Board meetings, payroll, payables, receivables, administration of state examinations, processing applicants for registration, annual registration renewals, communications including maintenance of the Board's web-site, preservation of Board files, budget and annual audit.

The Executive Director must retain a thorough knowledge of Nevada Administrative Code and Nevada Revised Statutes which pertain to this position as well as the State Administrative Manual (SAM). Active participation in State of Nevada Legislative Sessions including the representation of the Board at hearings and meetings as needed is also required.

The Executive Director serves as a liaison between the Board of Directors and all external contacts for purposes of communicating requirements of State of Nevada to Registered Landscape Architects and in keeping the Board apprised of legal requirements and current issues.

NATURE AND SCOPE:

The nature and scope of the Executive Director includes the establishment and implementation of administrative policies and procedures, which comply with applicable State of Nevada requirements. The Executive Director is responsible for Landscape Architect registration and renewal of registration, meeting management, flow of information from external contacts to the Board. This position acts as the liaison and resource between the Board and the Community. It is expected that the Executive Director will remain knowledgeable of all changes in standards and practices or of new standards and practices. It is further expected that any and all new required information will be transferred to existing operations.

MINIMUM QUALIFICATIONS:

Education: Working-level knowledge of the English language, including the ability to read, write, and speak English. A bachelor's degree is required.

Experience: Five years of experience in related administration.

ESSENTIAL FUNCTIONS REQUIRED TO FULFILL DUTIES:

Board of Director Activities

Provides supportive services to members of the Board in fulfilling the responsibilities of their offices. Participates in developing policies for the Board, and in monitoring the continuity of office activities. Organizes travel and attends Board meetings. Assists in the preparation of the agenda and meeting documents pursuant to NRS 241. Prepares and delivers Executive Director Report including progress and needs for Board operation; recommends necessary action concerning the operation of the Board. Records, transcribes and maintains records from these meetings. Notifies applicants, petitioners, or appropriate parties of Board actions. Initiates action on Board directives.

Landscape Architecture, Landscape Architecture In-training Registration and Renewal of Registration

Oversees the processing of all Landscape Architect and Landscape Architecture In-training registration and registration renewal applications in accordance with NRS Chapter 623A.200

Examinations

Pursuant to NRS 623A.190, oversees the administration of the Nevada State Research Examination.

Board Records

Maintains confidential credentials files and electronic database in accordance with NRS 623A.135

Enforcement

Responsible for receiving initial complaints and establishing if the complaint falls within the jurisdiction of the Board. All correspondence to the complainant and the respondent are the responsibility of the Executive Director. Responsible for introducing all cases to the Enforcement Representative of the Board and the Deputy Attorney General as needed for follow-up and disposition. Assists the Field Enforcement Officers, Enforcement Representative of the Board and Deputy Attorney General as requested with all enforcement activities. Provides quarterly enforcement reports to the Legislative Counsel Bureau pursuant to NRS 622.100.

Legislative Session

Represents the Board at hearings and meetings as directed by the Board. Tracks bills as they are introduced for impact on the Board providing reports at quarterly meetings of the Board and more often as needed.

Communications

Maintains communication with all internal and external contacts. Identifies and works to solve problems as they arise. Maintains the Nevada State Board of Landscape Architecture web-site, and incoming telephone answering system. Receives and responds to United States mail, telephone calls and electronic mailings and any other form of communication to the Board.

Coordinates the activities of the Board with other State of Nevada Boards and Agencies including but not limited to correspondence, attendance at meetings, telephone contacts and project cooperation.

Coordinates the activities of the Board with professional organizations such as American Society of Landscape Architects, Council of Landscape Architect Registration Boards, Nevada Construction Relations Committee including correspondence, attendance at meetings, telephone contacts and project cooperation.

Payroll

Oversees all aspects of Board payroll including the completion of quarterly and year end State of Nevada and Federal Reports.

Annual Budget

Prepares and administers the annual budget in conjunction with the Board. Performs monthly financial duties including accounts payable, accounts receivable, banking and Board reports in accordance with NRS 623A.150

Annual Audit

Prepares and provides data necessary for an annual audit pursuant to NRS 218.825, oversees reporting of the audit to the Legislative Counsel Bureau.

Confidentiality

Exhibits a high degree of responsibility for confidential matters. in accordance with NRS 623A.353

Assume Other Related Responsibilities as Required

Maintains knowledge of Chapter 623Aof Nevada Revised Statutes (NRS), Chapter 623A of Nevada Administrative Code (NAC) and State Administrative Manual (SAM). Ensures that all office policies and procedures comply with NRS Chapter 623A and NAC Chapter 623A. Responsible for the creation and maintenance of an operations manual. Responsible for monitoring outside contractors including necessary training and evaluations. Maintains custody of the official seal.

AGENDA ITEM 6.A

Nevada State Board of Landscape Architecture
Executive Director
Annual Review
PERFORMANCE STANDARDS

Instructions: For each function, assess whether the employee demonstrates the behaviors, Exceptional (4), Exceeds Expectations (3) Meets Expectations (2), Needs Development (1) or Unsatisfactory (0). For any function scored as needs development or unsatisfactory, develop and implement an action plan. Customer is defined as anyone with whom the Board has contact. Maximum score is 48.

4: Exceptional: Consistently exceeds all expectations and standards. Demonstrates the highest level of professional excellence and superior work. Always demonstrates desired behaviors even under difficult and stressful circumstances. Anticipates and exceeds customer needs and desires. This level of performance is an excellent role model to others. Recognized by peers as an expert and problem solver.

3: Exceeds Expectations: Demonstrated accomplishments are clearly and consistently above most expectations and standards. Regularly demonstrates desired behaviors. Provides significant contributions towards the achievement of individual, and Board goals; this level of performance is a positive model to others.

2: Meets Expectations: Work is performed within established expectations and standards. Provides expected performance; some of the time exceeds expectations and rarely does not meet expectations. Generally demonstrates desired behaviors and strives to correct deviation from desired behaviors.

1: Needs Development: Does not consistently meet performance expectations or standards; some of the time meets expectations, but overall compliance with expectations or results are not meeting expectations and require a development plan. Demonstrates some, but not all the desired behaviors. Improvement in performance is needed to achieve acceptable level of contribution. Employee is placed on a formal Development/Action Plan.

0: Unsatisfactory: Performance level fails to meet expectations or standards. There is inconsistency and the employee is generally unaware when not demonstrating desired behaviors. Does not demonstrate the desired behaviors of this organization. Employee is placed on a formal Development/Action Plan and immediate improvements must be made to justify continued employment.

ESSENTIAL FUNCTIONS:

4 3 2 1 0

1. Board of Director Activities

Provides supportive services to members of the Board in fulfilling the responsibilities of their offices.
Participates in developing policies for the Board, and in monitoring the continuity of office activities.
Organizes travel and attends Board meetings.
Assists in the preparation of the agenda and meeting documents pursuant to NRS 241.
Prepares and delivers Executive Director Report including progress and needs for Board operation; recommends necessary action concerning the operation of the Board.
Records, transcribes and maintains records from these meetings.
Notifies applicants, petitioners, or appropriate parties of Board actions.
Initiates action on Board directives.

4 3 2 1 0

2. Landscape Architecture, Landscape Architecture In-training Registration and Renewal of Registration

Oversees the processing of all Landscape Architect and Landscape Architecture In-training registration and registration renewal applications in accordance with NRS Chapter 623A.200

4 3 2 1 0

3. Examinations

Pursuant to NRS 623A.190, oversees the administration of the National Examination and the Nevada State Research Examination.

4 3 2 1 0

4. Board Records

Maintains confidential credentials files and electronic database in accordance with NRS 623A.135

4 3 2 1 0

5. Communications

Maintains communication with all internal and external contacts.
Identifies and works to solve problems as they arise.
Maintains the Nevada State Board of Landscape Architecture web-site, telephone, facsimile machine and cellular telephone. Receives and responds to United States mail, telephone calls and electronic mailings and any other form of communication to the Board.
Coordinates the activities of the Board with other State of Nevada Boards and Agencies including but not limited to correspondence, attendance at meetings, telephone contacts and project cooperation.
Coordinates the activities of the Board with professional organizations such as National Society of Landscape Architects, Council of Landscape Architect Registration Boards,

Nevada Construction Relations Committee including correspondence, attendance at meetings, telephone contacts and project cooperation.

4 3 2 1 0

6. Enforcement

Responsible for receiving initial complaints and establishing if the complaint falls within the jurisdiction of the Board.

All correspondence to the complainant and the respondent are the responsibility of the Executive Director.

Responsible for introducing all cases to the Enforcement Representative of the Board and the Deputy Attorney General as needed for follow-up and disposition.

Assists the Field Enforcement Officers, Enforcement Representative of the Board and Deputy Attorney General as requested with all enforcement activities.

Provides quarterly enforcement reports to the Legislative Counsel Bureau pursuant to NRS 622.100.

4 3 2 1 0

7. Legislative Session

Represents the Board at hearings and meetings as directed by the Board.

Tracks bills as they are introduced for impact on the Board providing reports at quarterly meetings of the Board and more often as needed.

4 3 2 1 0

8. Payroll

Oversees all aspects of Board payroll including the completion of quarterly and year end State of Nevada and Federal Reports.

4 3 2 1 0

9. Annual Budget

Prepares and administers the annual budget in conjunction with the Board.

Performs monthly financial duties including accounts payable, accounts receivable, banking and Board reports in accordance with NRS 623A.150

4 3 2 1 0

10. Annual Audit

Prepares and provides data necessary for an annual audit pursuant to NRS 218.825, oversees reporting of the audit to the Legislative Counsel Bureau.

4 3 2 1 0

11. Confidentiality

Exhibits a high degree of responsibility for confidential matters. in accordance with NRS 623A.353

4 3 2 1 0

12. Assume Other Related Responsibilities as Required

Maintains knowledge of Chapter 623Aof Nevada Revised Statutes (NRS), Chapter 623A of Nevada Administrative Code (NAC) and State Administrative Manual (SAM).

Ensures that all office policies and procedures comply with NRS Chapter 623A and NAC Chapter 623A. Responsible for the creation and maintenance of an operations manual. Responsible for monitoring outside contractors including necessary training and evaluations. Maintains custody of the official seal.

Comments:

Performance Evaluation Score___________

Recommendations:

Steve Sisolak
Governor

Susan Brown
Director

Warren Lowman
Administrator

STATE OF NEVADA
GOVERNOR'S FINANCE OFFICE
Division of Internal Audits

209 E. Musser Street, Suite 302 │ Carson City, NV 89701-4298
Phone: (775) 684-0222 │http://iaudits.nv.gov │ Fax: (775) 687-0145

November 7, 2019

Members of the Executive Branch Audit Committee

The Honorable Steve Sisolak
Governor, Chairman

The Honorable Kate Marshall
Lieutenant Governor

The Honorable Barbara Cegavske
Secretary of State

The Honorable Zach Conine
State Treasurer

The Honorable Catherine Byrne
State Controller

The Honorable Aaron Ford
Attorney General

Trudy Dulong, CPA
Member of the Public

This is our first annual follow-up report on the implementation status of DIA Report No. 18-05, Boards and Commissions, Occupational and Professional Licensing Boards. We have compiled the reported actions taken by the 34 independent licensing boards (Boards) to address the outstanding recommendation. The Boards reported the following progress implementing our recommendation:

Recommendations	Fully Implemented	Partially Implemented	No Action	Total
Anticipated implementation period exceeding six months	1	0	0	1

Appendix A describes the status of the recommendation. Exhibit I of Appendix A summarizes the reported salaries for each of the Boards' executive directors and other positions earning $115,000 and over annually.[1]

We would like to thank the management of the Boards for their cooperation and assistance.

Sincerely,

Warren Lowman
Administrator

cc: Boards
Susan Brown, Director, Governor's Finance Office

[1] The titles of the Boards' senior operating/administrative executives vary and include, executive director, executive officer, executive secretary, secretary/treasurer and chief inspector.

Appendix A
Division of Internal Audits
Follow-up Observations

Recommendation 1

Comply with statute and guidelines for salaries.

Status – Fully Implemented

Board Actions – All 34 Boards report compliance with statute requiring that, "…the salary of a person employed by the State or any agency of the State must not exceed 95 percent of the salary for the office of the Governor…"[2] As of July, 15, 2019, the salary for the office of the Governor is set at $163,474 for employee/employer paid retirement (Pay Policy 30) and $143,616 for employer paid retirement (Pay Policy 31). The resulting statutory limit for Board salaries is $155,300 and $135,485 for Pay Policies 30 and 31 respectively. We reviewed supporting documentation for Board reported salaries noting reported salaries were authorized by the Boards.[3]

Exhibit I lists the reported salaries of all Board staff with a salary of $115,000 and over. The exhibit shows whether the salaries are based on an employee/employer retirement or an employer paid retirement along with the type of retirement plan in effect, if any. In addition, the exhibit shows the estimated benefits provided by the Boards for each position along with total compensation (salaries and wages plus benefits) and the percent of total benefits to salaries and wages.[4] Exhibit I(a) shows full-time staff and Exhibit 1(b) shows part-time staff.

[2] NRS 281.123
[3] Supporting documentation includes; contracts, employment agreements, evaluations, meeting minutes.
[4] Benefits include; retirement contributions, group insurance, bonuses and allowances, and employer taxes.

Exhibit I(a)

Salaries, Wages and Benefits: Full-Time Staff

Board	Title	Salaries & Wages[1] Employer/ Employee Paid	Salaries & Wages[1] Employer Paid	Retirement Plan[4]	Total Benefits[5]	Total Compensation	Benefit %
	Governor[2]	**155,300**	**135,485**	(95 Percent of Governor's Salary)			
Accountancy	Executive Director[7]	-	135,485	PERS	57,223	192,708	42%
Contractors	Executive Officer[7]	155,300	-	Other	38,618	193,918	25%
Cosmetology	Executive Director	155,300	-	PERS	35,497	190,797	23%
Medical	Executive Director[7]	-	135,485	PERS	57,281	192,766	42%
Pharmacy	Executive Secretary[7,8]	-	135,200	PERS	54,389	189,589	40%
Pharmacy	Deputy Executive Secretary	-	135,200	PERS	54,373	189,573	40%
Pharmacy	General Counsel	-	135,200	PERS	54,373	189,573	40%
Pharmacy	General Counsel	-	135,200	PERS	54,373	189,573	40%
Nursing	Board Counsel	-	135,000	PERS	51,999	186,999	39%
Nursing	Board Counsel	-	135,000	PERS	42,229	177,229	31%
Nursing	Executive Director	-	135,000	PERS	51,999	186,999	39%
Pharmacy	Inspector	-	133,153	PERS	53,248	186,401	40%
Pharmacy	Inspector	-	133,080	PERS	53,223	186,303	40%
Dental	Executive Director	-	124,394	PERS	48,667	173,061	39%
Contractors	General Counsel	140,000	-	Other	53,400	193,400	38%
Engineers	Executive Director	140,000	-	Other	29,247	169,247	21%
Pharmacy	PMP Administrator	-	121,685	PERS	49,460	171,145	41%
Nursing	Director of Nurse Practice	-	120,515	PERS	48,005	168,520	40%
Pharmacy	Inspector	-	120,078	PERS	48,928	169,006	41%
Medical	Deputy Executive Director	-	119,305	PERS	50,656	169,961	42%
Nursing	Director of Nursing Education	-	117,744	PERS	50,683	168,427	43%
Contractors	Licensing Administrator	134,000	-	Other	41,758	175,758	31%
Contractors	Director of Investigations	134,000	-	Other	25,059	159,059	19%
Dental	General Counsel	-	115,000	PERS	45,784	160,784	40%
Osteopathic	Executive Director	-	110,600	PERS	43,665	154,265	39%
Cosmetology	Executive Director	117,074	-	PERS	29,166	146,240	25%
Physical Therapy	Executive Director	-	101,000	PERS	31,704	132,704	31%
Optometry	Executive Director	-	100,506	PERS	41,728	142,234	42%
Massage	Executive Director	-	98,061	PERS	41,956	140,017	43%
Investigators	Executive Director	-	97,154	PERS	42,246	139,400	43%
Alcohol, Drug	Executive Director	-	85,063	PERS	38,527	123,590	45%
Occupational	Executive Director[6]	97,238	-	Other	20,283	117,521	21%
Funeral	Executive Director	97,113	-	Other	32,834	129,947	34%
Petroleum	Chief Inspector	-	83,973	PERS	36,715	120,688	44%
Veterinary	Executive Director	-	81,034	PERS	37,348	118,382	46%
Architecture	Executive Director	84,460	-	PERS	22,843	107,303	27%
Chiropractic	Executive Director	83,666	-	PERS	28,013	111,679	33%
Marriage	Executive Director	80,000	-	PERS	13,979	93,979	17%
Social Workers	Executive Director	79,000	-	PERS	23,216	102,216	29%
Long-Term Care	Executive Director	74,344	-	SSA	11,145	85,489	15%
Psychological	Executive Director	63,725	-	PERS	14,146	77,871	22%
Opticians	Executive Director	57,002	-	PERS	16,291	73,293	29%

Source: Salaries, wages and benefits reported by Boards as of September 2019 for all Board employees with annual base compensation of $115,000 and over.

Exhibit and Table Notes Continued on Next Page

Exhibit I(b)

Salaries, Wages and Benefits: Part-Time Staff

		Salaries & Wages[1]							
		Annual Salary		Hourly Rate[3]					
Board	Title	Employer/ Employee Paid	Employer Paid	Employer/ Employee Paid	Employer Paid	Retirement Plan[4]	Total Benefits[5]	Total Compensation	Benefit %
	Governor[2]	**155,300**	**135,485**	-	-	(95 Percent of Governor's Salary)			
Medical	Medical Reviewer	-	119,600	-	100.00	PERS	50,754	170,354	42%
Speech	Executive Director[6]	72,000	-	92.31	-	None	0	72,000	0%
Environmental	Executive Director[6]	24,000	-	92.31	-	None	0	24,000	0%
	Governor[2]	**-**	-	**74.46**	**64.96**	(95 Percent of Governor's Hourly Rate)			
Podiatry	Executive Director	23,400	-	30.00	-	None	0	23,400	0%
Landscape	Executive Director	37,000	-	28.46	-	SSA	3,348	40,348	9%
Court Reporters	Executive Secretary	49,140	-	26.00	-	SSA	9,974	59,114	20%
Athletic Trainers	Executive Secretary	20,000	-	25.64	-	SSA	1,783	21,783	9%
Homeopathic	Executive Director	24,000	-	23.08	-	None	0	24,000	0%
Oriental	Executive Director	20,400	-	23.08	-	None	0	20,400	0%
Barbers	Secretary/Treasurer	6,450	-	4.13	-	None	7,800	14,250	121%

Source: Salaries, wages and benefits reported by Boards as of September 2019 for all Board employees with annual base compensation of $115,000 and over.

Table Notes:

[1] Board reported salaries & wages classified according to Pay Policies approved by the Legislature for elected officials (Effective July 15, 2019): Pay Policy 30 for employee/employer paid retirement and Pay Policy 31 for employer paid retirement.

[2] Governor's salary and rate represents 95% of the salary for the office of the Governor in accordance with NRS 281.123 as follows: (1) For Pay Policy 30 - 95% of $163,474 and $78.34; (2) For Pay Policy 31 - 95% of $142,616 and $68.38.

[3] Hourly rates based on average hours worked as reported by Boards.

[4] Retirement Plan: PERS = Public Employees Retirement System; SSA = Social Security Administration; Other = Nevada Deferred Compensation, Sep/IRA, or IRS 401(a) defined contribution plans where Boards make contributions to employee accounts based on a percent of compensation.

[5] Benefits include employer contributions to retirement plans, group insurance, bonuses, expense allowances, and employer payroll taxes.

[6] One executive director oversees three boards under a co-location and cost sharing arrangement. Executive director is an employee of the Occupational Therapy board and an independent contractor the other two boards. Combined salary and total compensation amount to $193,238 and $213,521 respectively. Contract with Speech board expires December 31, 2019 and will not be renewed.

[7] Board positions noted as exceeding 95% of Governor's salary in original audit report (June 2018).

[8] Statute requires the executive director of the Pharmacy board to have experience as a licensed pharmacist.