

AP/AL: Appropriation **Project Type:** Information Systems
Category: Development
Location: Statewide **Contact:** Rich McMahan
House District: Statewide (HD 1-40) **Contact Phone:** (907)269-8836
Estimated Project Dates: 07/01/2003 - 06/30/2005

Brief Summary and Statement of Need:

This project updates the central DNR business system. The present system does not adequately meet the needs of DNR customers or staff. The functionality is too limited; this results in higher costs of doing business for the state and the customer. For example, data entry is slow, reporting is inadequate, and too many paper forms are involved. The present system does not do enough to support DNR's basic business processes.

DNR will continue to realign its essential business processes, as defined by statute and regulation, with its information system. It will raise the productivity of DNR staff to accomplish higher per unit volumes of work by simplifying the manner in which information is entered.

Funding:	<u>FY2004</u>	<u>FY2005</u>	<u>FY2006</u>	<u>FY2007</u>	<u>FY2008</u>	<u>FY2009</u>	<u>Total</u>
Gen Fund	\$200,000	\$240,000					\$440,000
Total:	\$200,000	\$240,000	\$0	\$0	\$0	\$0	\$440,000

<input type="checkbox"/> State Match Required	<input type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input checked="" type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
0% = Minimum State Match % Required		<input type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

Operating & Maintenance Costs:

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	
Totals:	0	0

Additional Information / Prior Funding History:

SLA01/CH61 - \$495,000
SSSLA02/CH1 - \$390,000

Project Description/Justification:

DNR's computer system is in need of change. It relies on 20+-year-old technology.

The problems are summarized below:

- ? **Data entry is too slow.** Data entry procedures are cumbersome and difficult to learn. In addition, Staff spends time typing information into the computer that applicants would be very willing to provide electronically.
- ? **Reporting is inadequate.** It is difficult to get flexible management reports from the system. Often, answering a question requires specific programming. Staff cannot manage programs using the legislative-mandated measures and other measures established by the department without duplicating the computer information on individual PCs.
- ? **The program does not perform services it should.** Staff manually performs many tasks that a modern system would automate. Staff and the public spend a lot of time finding information that should be available through the system.

? ***The program is complicated for the public and takes a long time for staff to learn.*** The system uses archaic codes that are not understandable to the public.

The consequence of these problems is that DNR cannot service the public as efficiently as it should. Individual transactions (leases, permits, etc.) take longer, use too much staff time, and the public cannot get information from DNR without interpretation by staff.

Overall, the goals of the project are to provide a modern system that allows DNR to take advantage of off-the-shelf software to provide better information to DNR staff and the public, and to automate tasks that are currently performed by hand. We expect the project to raise the productivity of DNR staff to accomplish higher per unit volumes of work by simplifying the manner in which information is entered, managed, and retrieved.

DNR has a constitutional responsibility to manage the State's land and natural resources for the benefit of present and future Alaskans. Statutes require DNR to ensure an open public process and open access to public records. This project enhances DNR's efforts to meet these broad responsibilities.

DNR customers and staff directly benefit from the electronic processing foundation created by this capital project. DNR customers include the oil and gas producers; large mine operators, miners and the mining industry; land and legal consultants; right-of-way agents and utilities, commercial recreation businesses; forest management and harvesting firms; fish processing facility managers (e.g. tideland leases, upland leases); title specialists; and thousands of Alaskan citizens looking for land to purchase, permit, or lease. DNR staff operates in over 25 offices located throughout the state.

DNR is working in cooperation with the DOA-Information Technology Group (ITG) to align technology resources from an enterprise viewpoint. Overlap with ITG exists for electronic permitting, customer information systems, and geographic information systems (GIS).

Project Deliverables — FY04 Funding Request.

FY04 Projects include work on the ***electronic permitting process with a focus on land use permits and water authorizations***; continued effort on data standards tasks; expanded reporting capability; simplifying data entry; automating inter-agency review process; and updating the DNR customer system (with ties to MyAlaska Project as needed).

Each project listed below gives a brief description of the expected deliverables. A specific work plan will be developed for each:

1: Water System – This will simplify filing of water rights and temporary use permits (e.g. water for ice road permits) and reduce the work required to adjudicate each filing. The goal is reduced adjudication time and quality customer service.

2: Create Land Use Permit Application – This task will offer the department and the public a new approach for all aspects of the land use permitting process. The goal is to streamline the application process in all phases, reducing the overall cost of permit review, issuance, and monitoring. This project will make the process easier for the public to understand permit requirements and permit status during the review. Electronic document management and interagency communication are central to meeting this goal.

3: Execute Data Standard Tasks- DNR enterprise data needs work to eliminate duplicate information, enter missing information, assure consistent coding of similar business processes, align transaction coding with business process, and incorporate any needed changes to public access screens. Automatically create or terminate financial contracts based upon case file processing by adjudicators. This will eliminate duplicate data entry and processing required for financial contracts and the LAS Casefile. This task assures reliability of information and consistency in methods and nomenclature across the department.

4 Expand Reporting- Progress was made providing information to staff, managers and the public. More needs to be done to assure access to information that supports DNR decision making at multiple levels.

5: Simplify Data Entry, Eliminate Redundant Data Entry Rebuild data entry screens and use updated procedures to reduce the costs of data entry. Offer drop down menus, automated updates, and expanded flexibility.

6: Expand Automated Interagency Review This task builds upon the existing automated Interagency review software to include more users and business functions. The process uses electronic documents posted to an Internet site, with emails requesting review and providing a link to the documents. This saves much time and effort by eliminating extensive paper handling.

7: Correct Operational Inefficiencies in the Customer System

Make changes to the Customer System to eliminate duplicate records, prevent new duplicate records, and consolidate security within DMLW so fewer organizational units are identified to the system. Utilize features from the ITG MyAlaska Project as appropriate to create an enterprise view of customer.

The Department expects to extend new system capabilities to other programs it administers. These may include:

- ? Land Leases
- ? Material Sales
- ? Rights-of-way
- ? Mariculture
- ? Mining Permits (placer mining, exploration, reclamation) and Leases
- ? Easements, assertions and vacations
- ? Other programs

The order of the extensions will be determined after a review of the new water system and land use permits are completed.

Work completed with prior funding includes:

- ? New land sale web site, <http://www.dnr.state.ak.us/mlw/landsale/> (~500 visitors in Jan '03) – allows bids and downpayment on-line.
- ? System design documents were created to support an automated permitting system, <http://www.dnr.state.ak.us/lup/>;
- ? New reports to support management; new public access screens for case information and geographic searches, <http://www.dnr.state.ak.us/las/> ; speeds up public searches and decision making.
- ? Conversion of DNR land parcel information to a single integrated database (CoreGIS) <http://www.dnr.state.ak.us/lris/coregis> and internal desktop access to land parcel information; Used to be two separate databases. Current system facilitates quicker update and ease of management.
- ? Public access to water rights and temporary water permits http://www.dnr.state.ak.us/mlw/mapguide/wr_intro.htm
- ? Others: Standardized case status codes; automated updates from LAS to state status plats, data systems merged, eliminates duplicate work by staff; partial update of DNR customer system;
- ? One stop recording and receipting for miners with new Mining Claims at any Recorder's Office statewide.

Spending Detail:

This budget purchases IT systems development through a combination of contract, task-order, and in-house efforts and related support cost.

Annual Operating and Maintenance Costs:

There are no expected increases to annual operating and maintenance costs. Operational savings are expected to offset any incremental maintenance costs.

