

**Unified Permitting Process Phase 2**

**FY2006 Request: \$1,200,000**

**Reference No: 38872**

**AP/AL:** Appropriation

**Project Type:** Planning

**Category:** Development

**Location:** Statewide

**Contact:** Richard McMahon

**House District:** Statewide (HD 1-40)

**Contact Phone:** (907)269-8836

**Estimated Project Dates:** 07/01/2004 - 06/30/2006

**Brief Summary and Statement of Need:**

This CIP has two primary goals: to develop an interactive application that simplifies the permitting process for applicants and staff; and to replace the centralized records management system (case, customer, land, revenue and billing) originally built in the 1980's. This is a large project that involves the conversion of 135 DNR business processes defined as case types. A system design for the initial case types is complete; the software for these business systems will be in production in FY06. This request extends the new system to the next group of authorizations (e.g. water related permits, leases), providing a new application process for the customer, and new internal system capabilities for DNR staff.

<b>Funding:</b>	<b>FY2006</b>	<b>FY2007</b>	<b>FY2008</b>	<b>FY2009</b>	<b>FY2010</b>	<b>FY2011</b>	<b>Total</b>
Gen Fund	\$1,200,000	\$1,200,000	\$1,200,000	\$1,200,000			\$4,800,000
<b>Total:</b>	\$1,200,000	\$1,200,000	\$1,200,000	\$1,200,000	\$0	\$0	\$4,800,000

<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
<u>One-Time Startup:</u>	0	
<b>Totals:</b>	<b>0</b>	<b>0</b>

**Additional Information / Prior Funding History:**

This is a continuation project request for the core DNR authorizations funded in FY05 at \$683.7 (AR 40618). The priority is to address those authorizations managed by the Division of Mining, Land, and Water and the Alaska Coastal Management Program (ACMP). This system builds upon the federally funded Alaska Coastal Management Program (ACMP) automation plan, the CoreGIS Project, and the DNR Land Use Database Project.

**Project Description/Justification:**

The purpose of this project is to streamline essential state government resource authorization procedures as identified by the Governor and his administration. The department provides a wide variety of authorizations needed for the use of state land. Many of these authorizations must be coordinated with the Alaska Coastal Management Program consistency review or other state resource authorizations. Examples of DNR authorizations include:

- ? Oil and Gas: leases, permits and leases for ice roads, support facilities, exploration camps;
- ? Mining: claims, leases, access, plans of operations, reclamation plans;
- ? Forestry: log-transfer sites, access, support camps; timber sales
- ? Commercial fishing; mariculture sites; shore fishery leases; leases for processors;
- ? Tourism: lodge sites, access, and related permits.
- ? Alaska Coastal Consistency Review Determinations
- ? Title 41 Fish Habitat Permits
- ? Easements and Rights of Way; public access, land sales, utilities, commercial development;

- ? Land Title Transfers, esp. to Municipalities and Boroughs; trust lands offices
- ? State Parks permits for special use and commercial activity within Parks.

Business and individual developers must obtain required permits before beginning their projects. The permit process can begin after a customer describes their project, indicates location, and provides contact information. DNR uses questionnaires or one-on-one meetings to identify required permits based on proposed activity, location and type of applicant. Then the developers need to submit applications for the various authorizations required. The questionnaires and applications are usually paper based, leading to further inefficiencies.

***Symptoms of the problem are as follows:***

- ? Customers can not figure out what authorizations are needed.
- ? Applicants submit applications for incorrect authorizations.
- ? Submitted applications are often incomplete requiring additional correspondence and delays.
- ? There is no on-line capture of data submitted by applicant.
- ? Adjudicators are still trying to track paper copies of files with all of the various attachments.
- ? Internal procedures carry a high cost because they remain inefficient and paper bound.
- ? Total cycle time between the point of application and authorization remains higher than is necessary and inconsistent.
- ? It is difficult for management to track staff productivity and to manage work priorities with the current case management system.

As part of the effort to make the permit process understandable, predictable and swift, the DNR has been designated as the lead for resource agency permits. To meet the Governor’s goal of streamlining permitting, DNR needs to change business processes and use technology to reach efficiencies. The Department has some business applications automated and online (e.g. Forestry Burn Permits, Uniform Commercial Code filings) but most remain as paper based forms. In addition, most application processing, case management and authorization issuance is conducted in paper form. Streamlining requires automation. Automation has two main components. The first is direct customer service via the interactive and on-line questionnaire process that captures applicant and project data to be integrated with a case management system. The second is in support to DNR staff who process applications and manage approved authorizations. The second component requires automation of internal business processes to assure efficient operations. DNR intends on combining the questionnaire, application, database, and GIS location into one consolidated and integrated system.

***The completed Unified Permit project will:***

- ? Shorten and make consistent the cycle time for authorizations.
- ? Allow the public to fill out and submit applications on-line and guide them toward the correct authorization;
- ? Capture all forms of data submission into an electronic data and document management system.
- ? Build internal systems that support DNR staff who process and maintain authorizations.
- ? Utilize the state’s MyAlaska project to create an enterprise (multi-department) approach to managing ‘customer’ and ‘project contacts’ information, automatically populate data fields for repeat customers.
- ? Utilize the DNR land status mapping to manage geographic information about land authorizations.
- ? Update the department’s Revenue and Billing System used to properly receipt and post payments.

***Phases of the Permit Life Cycle***

Managing a case file has three phases: Application, Adjudication, and Administration. This project addresses solutions in all three phases.

Phase I: The Application Phase is where the user applies. In this phase, a smart permit system would interactively guide the applicant to file for the correct authorization and provide the correct information. It provides the electronic applicant-generated data needed by the adjudicators. It will recognize existing customers and related projects. This phase ends once a complete application is received and the process transfers to Phase II.

Phase II: The Adjudication Phase includes processing by staff. It may include title search, best interest review, gathering or confirming land use, land status and environmental data, agency notice, draft decision public notice, final decision, issuance, and sometimes appeal. This phase ends either at authorization issuance; denial, or the conclusion of an

appeal.

Phase III: The Administration Phase includes updates, renewals, transfers, enforcement, periodic maintenance and information submission, site inspection reports, enforcement, archive, and closeout.

**The Plan.**

*First Address Phases II and III.* DNR is developing the Resource Authorization System (RAS) to migrate from the Land Administration System case management to one that reflects the current business practices, automates many of the adjudication tasks, and takes advantage of the electronic data management. Initially RAS will become fully functional for processing Land Use Permits and Consistency Reviews in FY06. The system is planned to provide the base structure for all future application processing. RAS will be expanded to incorporate 135 case types for the department authorizations. Expansion to new case types will require subsequent analysis, design and development to incorporate the diverse requirements. The expansion effort will begin in FY06 and continue for the following four years.

*Address Phase I.* The initial RAS system as designed will use a simple web-based application. This CIP proposal will develop a “smart” application – an interactive interview: one that guides applicants to supply the correct information out of a bewildering possible array needed, and to apply for the correct authorization(s): one that reflects Department policies and the applicant’s needs. After this project completion, the customer will experience a helpful front end to the authorization process and the adjudicators will benefit from a seamless transition from customer data entry to issuance of authorizations.

This plan can be conceptualized as follows:

Unified Permit	FY06 Funding	FY07 – 09 Funding
<b>Interactive Application, A Guide for Customers.</b>	Analysis/design and development of an interactive application front end for RAS, inclusive of authorizations included in RAS. Information entered by applicant will auto populate common fields in required applications.	Expand Interactive Application for authorizations as they are included in RAS. Also expand Interactive Application to both Federal and State Natural Resource Agencies with links to their applications and websites.
<b>Connections to External Systems</b>	Incorporate the use of MyAlaska in RAS, allows sharing of common customer and project information with DEC, ADFG, other state agencies.	External system ties will be built as possible to streamline DNR permitting. These include ties to other state agencies and federal agencies involved with the permit process.
<b>Permit Automation</b>  <b>(Note: DNR Land Use Permit and Coastal Review Process completion target date 01/05)</b>	<p><b>Land Use Permit and Coastal Consistency Reviews:</b> Complete initial case types, put into production.</p> <p><b>Water:</b> Begin analysis and design to incorporate Permits, Temporary Water Use Authorizations, and Instream Flow Reservations into RAS.</p> <p><b>Leases:</b> Begin analysis and design to incorporate Shorefish, Aquatic Farmsite, Tideland, and Upland Leases into RAS.</p>	<p><b>Water:</b> Complete development of case types.  <b>Leases:</b> Complete development of case types.  <b>Easements:</b> Private and Public, right-of-way  <b>Resource Sales:</b> Material, Timber, Salvage, Agriculture  <b>Project Management:</b> Large Projects Group, mostly oil &amp; gas and mining related.  <b>Oil and Gas:</b> Plan of Operations, lease admin, Permitting, Exploration Licenses, Shallow Gas (some may extent to FY06)  <b>Mining:</b> APMA, Mining Claims, Mining Leases, Prospecting Sites, Claim Recording, Bond Pool  <b>Land Disposals-Transfers:</b> Contract Administration, Land Sales, Remote Recreation, Preference Rights, Appraisals, Municipal Entitlement  <b>Habitat:</b> Title 41 Fish Permits  <b>Title, Reconveyances</b>  <b>Survey</b>  <b>Trespass</b></p>

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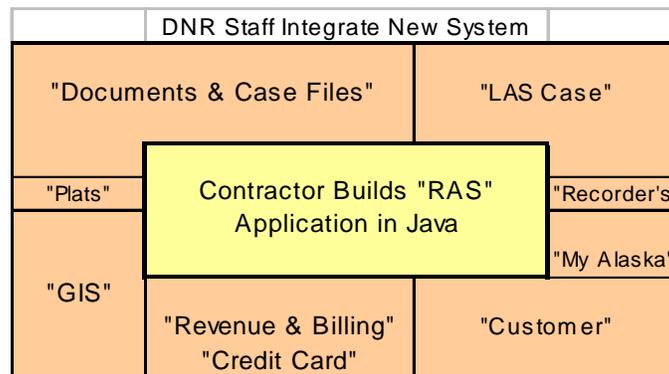
		<b>Exchanges</b> <b>Inter-Agency Land Management Agreements</b> <b>Grant Lands: Mental Health, University, Railroad</b> <b>Land Classification &amp; Planning</b> <b>Other Agency Authorizations</b>
<b>Spending Detail</b>	<b>\$1,200,000. FY06 Request</b>  100 Personal Services: \$465,000. 200 Travel \$ 4,200. 300 Contractual \$686,000. 400 Supplies \$ 44,800. 500 Equipment \$ 0.	<b>Approximately \$10 Million.</b>  Assumes an average of 8 programmer months per Case Type analysis and conversion, with 3 months of contractual programming support.

*Line Item Detail Description:*

100 Personal Services – Analyst Programmers, Project Manager (AP IV), Natural Resource Specialists
200 Travel – Travel expenditures between Anchorage, Fairbanks, & Juneau for business and technical staff;
300 Services – IT Contracts for discrete portions of the new system; technical training contracts
400 Commodities – computer hardware and software
500 Capital Outlay – no equipment purchases

**FY 04 Work:** In FY 04, the DMLW secured a system design contract for the new system, 50% of the design work was completed for Land Use Permits and Coastal Consistency Review.

**FY 05 Progress:** In the first half of FY 05, the DMLW is overseeing the completion of the design contract (see Task Order 0074). In the second half of FY 05, the department will issue a contract to construct the initial application per the design with contract management provided by the DNR IT staff. The contract deliverables will include the new Java based application integrated with existing systems including mapping, revenue & billing, case, customer, and documents. Development of the initial software application is expected to be completed in FY06. DNR Staff will assure system integration per the diagram below.



**FY 06 Plan:** DNR will complete the coding for the initial application and move the system into production, linking it as needed to existing DNR production systems (the existing systems are shown on the perimeter in the diagram above). Analysis for user requirements related to the second priority authorization (water rights and related water use permits) will be completed in FY06. Extension to incorporate the customer application process with the MyAlaska software will be completed in FY06. Plans for extending the system to the remaining authorization types, and the remaining DNR case types (oil and gas, title, classification, survey, mental health, agriculture, forestry, parks) will be prepared.

**FY07 and beyond:** These are estimates which we hope to firm up in the next couple of months after the contractor delivers the general design and we start implementing the first authorizations.

