Unified Permitting Process Phase 4	**FY2008 Request:**	**$800,000**
	Reference No:	**AMD38872**

AP/AL: Appropriation	**Project Type:** Planning
Category: Development	
Location: Statewide	**Contact:** Nico Bus
House District: Statewide	**Contact Phone:** (907)465-2406
Estimated Project Dates: 07/01/2007 - 06/30/2010	

Brief Summary and Statement of Need:

The Unified Permit Project delivers an interactive permit application system that guides individuals and businesses to the correct questions and helps them to supply answers and content. The project is designed to support and streamline the permit process, raising productivity and setting known response times for applicants. Leases, water rights, and related authorizations will follow permits.   The system integrates mapping and documents to case related data. The long term goal is to modernize the entire DNR case management system - changing from a mainframe system to a Web based system.

Funding:	FY2008	FY2009	FY2010	FY2011	FY2012	FY2013	Total
Gen Fund	$800,000	$800,000	$800,000				$2,400,000
Total:	$800,000	$800,000	$800,000	$0	$0	$0	$2,400,000

☐ State Match Required	☐ One-Time Project	☐ Phased - new	☑ Phased - underway	☐ On-Going
0% = Minimum State Match % Required	☑ Amendment	☐ Mental Health Bill		

Operating & Maintenance Costs:

	Amount	Staff
Project Development:	0	0
Ongoing Operating:	176,800	2
One-Time Startup:	0	
Totals:	176,800	2

Additional Information / Prior Funding History:

SLA2006/Ch82 - $800.0
FSSLA2005/Ch3 - $1,000.0
SLA2004/Ch159 - $683.7
The priority is to address land use and resource authorizations managed by the Division of Mining, Land, and Water and the Alaska Coastal Management Program (ACMP).

Project Description/Justification:

The purpose of this project is to streamline essential state government resource authorization procedures. 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:

- Land Use Permits, Water Rights, Upland and Tidelands Leases, Material Sales
- Easements and Rights of Way; pipeline access, utility corridors, commercial development;
- Oil and Gas: 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 and Commercial Recreation: lodge sites, access, and related permits.
- Alaska Coastal Consistency Review Determinations
- Title 41 Fish Habitat Permits
- Land Title Transfers, especially to Municipalities and Boroughs; Trust Lands offices
- Land Sales and Staking Programs

- 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 determine which 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, inconsistent, and undefined for the applicant.
- 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 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, land auctions, land sales, parks cabins) but most remain as paper based forms. 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.

The completed Unified Permit project will:
- Shorten and make consistent the cycle time for authorizations, making a much better business environment for developers.
- 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;
- Increase the number of authorizations that existing staff can process, bringing more revenue to the state.

Phases of the Permit Life Cycle
Managing a case file has three stages: Application, Adjudication, and Administration. This project addresses solutions in all three stages.

Stage I: The Application Stage is where the customer applies. In this phase, a smart permit system guides the applicant to file for the correct authorization and to include 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.

Stage II: The Adjudication Stage 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.

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

Project Plan.

The Unified Permit Project builds upon the system analysis completed under the Resource Authorization System (RAS). The new system is designed to integrate four components of the DNR adjudication system: case file documents; structured case data (application info, names, dates, status, fees, transactions etc); geospatial data about project location and associated resources and activities; and when applicable, the public recording process. Currently these are managed as a mix of mostly paper and some electronic sources. Inefficiencies are inherent with a paper-based system.

The system will support a web-based solution for all existing DNR case types and Coastal Consistency Reviews in FY07 for both data entry and query. The solution set will be delivered in logical increments of core functionality that are prioritized by the end users and tested with production data. The updated Workplan defines the modules, deliverables, and priorities. The software will expand to incorporate unique requirements for the various resource case types for the department authorizations. Expansion to new case types will require analysis, design and development to incorporate unique requirements. The expansion effort will begin in Q3 FY08 and continue in the following years. Delivering the core web services changes is the focus of FY07 and the first part of FY08.

The application process will be designed to assist the customer. It will utilize a question and answer model to guide the applicant to the correct process and help populate the correct forms. 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. The first business case to be implemented is the OPMP Coastal Project Questionnaire(CPQ).

This plan is conceptualized as follows:

Unified Permit	FY06 – FY07 Funding	FY08 – FY10 Funding
Interactive Application, A Guide for Customers.	Analysis/design and development of an interactive application front end, inclusive of authorizations included. Information entered by applicant will auto populate common fields in required applications. CPQ is the initial business case.	Expand Interactive Application for authorizations as they are included. Also expand Interactive Application to both Federal and State Natural Resource Agencies with links to their applications and websites.
Connections to External Systems	Incorporate the use of MyAlaska, 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.
Permit Automation	**Land Use Permit and Coastal Consistency Reviews:** Complete initial case types, put into production. **Water:** Begin analysis and design to incorporate Permits, Temporary Water Use Authorizations, and Instream Flow Reservations. **Leases:** Begin analysis and design to incorporate Shorefish, Aquatic Farmsite, Tideland, and Upland Leases.	**Water:** Complete development of case types **Leases:** Complete development of case types. **Easements:** Private and Public, right-of-way **Resource Sales:** Material, Timber, Salvage, Agriculture **Project Management:** Large Projects Group, mostly oil & gas and mining related. **Oil and Gas:** Plan of Operations, lease admin, Permitting, Exploration Licenses, Shallow Gas **Mining:** APMA, Mining Claims, Mining Leases, Prospecting Sites, Claim Recording, Bond Pool, Mineral Orders **Land Disposals-Transfers:** Contract Administration, Land Sales, Remote Recreation, Preference Rights, Appraisals, Municipal Entitlement **Habitat:** Title 41 Fish Permits **Title, Reconveyances** **Survey** **Trespass** **Exchanges** **Inter-Agency Land Management Agreements** **Grant Lands: Mental Health, University, Railroad**

		Land Classification & Planning, Other Agency Authorizations

Previous Progress: In the first half of FY 05, the DMLW oversaw the completion of the design contract (see Task Order 0074). In the second half of FY 05, the department issued a contract to construct user screens that demonstrated the capture of user requirements. The screen design was completed in FY06 with extensive lists of requested changes and edits by the internal DNR staff.

FY 07 Work: DNR IT staff began programming the application in March 2006.   A method was chosen that would extend the initial work-products to all DNR case types at one time. This approach accelerated the project and expanded the benefits to a wider group of internal DNR users. The Office of Project Management and Permitting (OPMP) is planned to implement a new system. A set of core system modules based on the contracted system design that held for all cases and management needs were identified for programming in Phase II of the Project which is now underway. Phases III and IV of the project will then adapt the system to unique functions within the broad range of DNR authorizations. Phase V of the project will provide new customer and accounting infrastructure.

FY 08 Plan: DNR will complete the initial production rollout for Land Use Permits and associated business cases, and then build upon that foundation by extending the work to include the next round of authorization types. Based on current priorities, these include water authorizations and surface leases.

Why is this Project Needed Now:
The project is needed now to meet the goals for permit streamlining. The IT solutions presented will assist the department to authorize the increasing public and agency demand for use of state land and resources. Continuity sustains the momentum created by the earlier years funding and related projects.

Specific Spending Detail:

Spending Detail	$800,000. FY08 Request		Total Cost Approximately $10 Million.
			Assumes an average of 8 programmer months per Case Type analysis and conversion, with 3 months of contractual programming support.
	100 Personal Services:	$365,000.	
	200 Travel	$ 8,000.	
	300 Contractual	$373,000.	
	400 Supplies	$ 54,000.	

Project Support: Businesses and individuals that will receive better authorizations in a more timely manner.