Unified Permitting Project Phase 5 of 7	FY2011 Request:	$800,000
	Reference No:	38872

AP/AL: Appropriation   **Project Type:** Research / Studies / Planning
Category: Development
Location: Statewide   **Contact:** Leta Simons
House District: Statewide (HD 1-40)   **Contact Phone:** (907)465-3379
Estimated Project Dates: 07/01/2010 - 06/30/2013

Brief Summary and Statement of Need:
This project will provide an interactive, online permit application system that will streamline the permit process for applicants and DNR staff. The system also integrates maps and other documents with case related data, and modernizes the entire DNR case management system. In later phases, lease, water rights, and other related applications and authorizations will be added to the system.

Funding:	FY2011	FY2012	FY2013	FY2014	FY2015	FY2016	Total
Gen Fund	$800,000	$1,000,000	$1,000,000				$2,800,000
Total:	$800,000	$1,000,000	$1,000,000	$0	$0	$0	$2,800,000

☐ 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:	260,000	2
One-Time Startup:	0	
Totals:	260,000	2

Additional Information / Prior Funding History:
SLA08/CH29 $ 800,000   On-going
SLA07/CH30 $ 800,000   On-going
SLA06/CH82 $ 800,000   On-going
SLA05/CH3 $ 1,000,000   Complete
SLA04/CH159 $ 683,000   Complete

Project Description/Justification:
DNR processes a wide variety of applications for use of state land and water resources. This project will streamline essential application and authorization procedures, and allow for better coordination with Alaska Coastal Management Program consistency reviews and other state resource authorizations. Automated processes will include land use permits, water rights, easements and rights-of-way, mining claims, ice roads, mariculture sites, and eventually all of DNR's permit and leasing processes. It will replace the current paper-based system requiring one-on-one staff time with applicants.

With the electronic application and permitting system:
- Customers will be able to correctly identify the types of authorizations needed
- The system will guide applicants to provide all necessary information
- Data entered on-line will be captured and available electronically
- Electronic files and documents will be available to adjudicators

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- Applicants will be able to track the status of their application
- Data fields will be automatically populated for repeat customers, and adjudicators can easily identify past cases

To meet the goal of streamlining permitting, DNR needs to change business processes and use technology to reach efficiencies. Most application processing, case management and authorization issuance is conducted in paper form. Streamlining requires automation, which has two main components. The first is direct customer service via an interactive and on-line questionnaire process that captures applicant and project data to be integrated with a case management system. The second, which supports DNR staff, requires automation of internal business processes to assure efficient operations. This second component will encompass the majority of work on the project, and offers the highest payback. It includes implementing an electronic document and content management system, moving DNR towards an electronic foundation.

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.

The Application Stage is where the customer applies. In this phase, a smart permit system will guide the applicant to apply for the correct authorization and correctly complete the application, provide the electronic data to the adjudicators. It will recognize existing customers and related projects.

The Adjudication Stage involves DNR staff review and action including 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.

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 is guided by a comprehensive plan. The system is designed to integrate four components of the DNR adjudication system: case file document processing; structured case data (application info, names, dates, clocks, status, notifications, 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 paper-based system.

Upon the completion of core services, the software will expand to incorporate unique requirements for the various resource case types for the department authorizations, offering customized functionality to increase efficiency. Expansion to new case types will require analysis, design and development to incorporate unique requirements.

Deliverables to date for this project include:
- Transition of all system screens to a web environment with simplified design and drop down menus for the most commonly used screens,
- New legal description methods to capture changes through the adjudication process,
- Initiation of a document management system (electronic case files)

- Land records systems were expanded to include Department of Transportation and Public Facilities right-of-way plats,
- Completion of extensive end-user training on the new 'Web-LAS' screens.

In FY10, DNR will complete construction and implementation of:
Adjudicator Home Page - Tools for efficient management of case files including a searchable content database and deadline triggers.

Location Services Module - This will allow searches to be done and information retrieved based on tabular data (for example, case number or name), or via spatial data (maps). Applicants and adjudicators can retrieve legal description and other information for an area by identifying the area on a map.

Business Process Modeling - This software will assist adjudicators by capturing procedures and steps, and walking them through the processes that need to be completed. It will also provide forms and other tools to guide and assist them at each step of the process.

The current CIP request will be used to build additional foundations to support the electronic process, and continue with the conversion of permit and lease processes to the automated system as per the FY11 DNR Information Technology Plan.

Why is this Project Needed Now?
Prior year funding has been used to support DNR information technology staff including analyst programmers and project managers, as well as contractors. Continuity in funding is needed to maintain staffing levels and continue existing contracts.

Specific Spending Detail:

LINE ITEM	DOLLAR AMOUNT	DESCRIPTION (text)
Personal Services	$ 425,000	Analyst Programmers, Project Management
Travel	$ 25,000	Work with Juneau & Fairbanks staff
Services	$ 300,000	Technical Contractors
Commodities	$ 50,000	Hardware, software, training

Operating and Maintenance Costs:

Provide estimated annual ongoing operating and maintenance costs after project completion/implementation:

Dollar Amount & Fund Source	Number of Positions FT/PT	Description
$ 260.0 Fund Source: General Fund	Full time: 2 Part time:	Analyst Programmers to maintain and enhance software

Project Support:
Division of Mining, Land and Water, Division of Coastal and Ocean Management, and other DNR permitting and review agencies.

Project Opposition: None