Unified Permit Project and Document Management	**FY2012 Request:**	**$2,500,000**
	Reference No:	**38872**

AP/AL: Appropriation	**Project Type:** Information Technology / Systems / Communication
Category: Natural Resources	
Location: Statewide	**House District:** Statewide (HD 1-40)
Impact House District: Statewide (HD 1-40)	**Contact:** Jean Davis
Estimated Project Dates: 07/01/2011 - 06/30/2016	**Contact Phone:** (907)465-2422

Brief Summary and Statement of Need:
The continuation of the Unified Permit Project is designed to support and streamline the permit process, raising productivity and setting known response times for applicants. The system integrates mapping and documents to case and project related data. The goal is to modernize the entire DNR case and project management system by delivering an interactive application system that guides individuals and businesses to the correct questions and helps them to supply answers and content; provides tools to guide adjudicators on permit authorization process; and implements automation of DNR paper case and project files by converting them to digital format via scanning based upon state standards.

Funding:	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	Total
Gen Fund	$2,500,000	$3,300,000	$3,300,000	$3,300,000			$12,400,000
Total:	$2,500,000	$3,300,000	$3,300,000	$3,300,000	$0	$0	$12,400,000

☐ 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:	350,000	3
One-Time Startup:	0	
Totals:	350,000	3

Additional Information / Prior Funding History:
SLA10/CH43 $ 800,000 On-going
SLA08/CH29 $ 800,000 On-going to be complete in FY11
SLA07/CH30 $ 800,000 On-going to be complete in FY11
SLA06/CH82 $ 800,000 Complete
SLA05/CH3 $ 1,000,000 Complete
SLA04/CH159 $ 683,700 Complete

Project Description/Justification:
The Unified Permit and Document Management (UP/DMS) capital project supports DNR's Priority Program #1, which is the Development and Use of State Land and Natural Resources, and which in turn helps to generate approximately 85-90% of the state's general fund revenue. It continues the ongoing effort of development of new business information management systems and provides seamless integration with existing DNR systems to automate key DNR business processes. The end result will deliver interactive applications for permits that guide customers to the correct questions and help them to supply answers and content, improving the permit application process for our customers.

The system also provides tools for DNR staff that authorizes the use of state land and resources, and will enable them to complete the permit application review and approval process more efficiently.

Some examples of the authorizations/permits that will benefit from this project include:

- Mining claims
- Timber sales
- Public access and right of way determination
- Land sales and transfers
- Activity within State Parks

Currently, there are approximately 50 different permit types and many are requested with inaccurate or incomplete information on the initial application, which lengthens the request and authorization process. This makes the process slow and inefficient, ultimately causing our customers frustration, and increasing the cost to the state to review and make determinations.

This project addresses these problems throughout the three stages of the permit process:

Stage I: The Application Stage where a customer applies for a permit. In this stage, 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 stage ends once a complete application is received and the process transfers to Stage 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. Information generated during this stage will be stored in an electronic case file.

A crucial part of this project automates DNR's existing case files and project files by scanning the contents to the document management system now in production. This project will scan and full-text index active DNR case and project files that contain the public record on the adjudication process used to reach decisions on resource authorization and land use. The estimated return on investment is high because of the efficiencies gained for daily routine tasks of locating a file, locating a document, and using those to draft correspondence with applicants. This will also enable the offsite storage and replication of hard copy documents that currently reside only in one location. In the event of a fire or other natural disaster, these hardcopy documents are at risk of damage or destruction and would be lost. These paper documents are often the only existing records of transactions or other DNR actions and are essential to DNR business.

By completing this project, we intend to shorten and make consistent cycle times for authorizations; to guide applicants to the correct authorization request and submit complete applications; to build internal systems that support and improve DNR productivity; to scan all documents within active DNR

cases, with the means to maintain the digital case file via a combination of desktop and centralized scanning solutions; and to provide structured access to all content within the DNR case management environment.

The Unified Permit Project is guided by a comprehensive Project Plan. The project plan identifies twelve inter-related modules and associated sub-modules that must be addressed to deliver the overall system. A project schedule has been set with the end users and technical staff.   A strong communications plan uses weekly meetings of technical staff and end-users, and weekly meetings of the project management team to assure alignment and progress.

Upon the completion of the core services, the software will expand to incorporate unique requirements for the various resource case types for the department authorizations, offering functionality to increase efficiency. Expansion to new case types will require analysis, design and development to incorporate unique requirements. Leases, water rights, and related authorizations will follow permits. The focus is on resource case types within the Division of Mining, Land and Water and the consistency review process of the Alaska Coastal Management Program.

The Custom Business Applications 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 Division of Coastal and Ocean Management Coastal Project Questionnaire. New questions with logic flows outlining the business process are being developed by the customer for the programmers.

In FY05, the Division of Mining, Land and Water oversaw the completion of the design contract and the department contracted 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. DNR 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 expanded the benefits to a wider group of internal DNR users. The primary deliverables were documented in the FY09 IT Plan, and 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; establishing the document management system; expanding land records systems to include DOT/PF right-of-way plats; and extensive end-user training on the new system functionality.

The Adjudicator Home Page, Distribution Lists, Contacts, Comments, and Reporting - both structured and ad-hoc - are all new components that are in production. The Notifications, Clocks, Location Services, and Help are all new components that are ready to be placed in production or under active development. Business Process Management software was used to create a flexible infrastructure for managing Land Use Permit authorization, notifications and clocks.

DNR will complete the initial production rollout for Land Use Permit authorization and build upon the foundation by extending the work to include the next round of authorization types. Based on current priorities, these include water authorizations and surface leases. DNR will continue to improve the

Adjudicator Home Page functionality. The Location Services module will be planned in detail and programming initiated.

Why is this project needed now?:

By completing the items identified above, we've validated the technologies selected to implement this project satisfy our customer's needs. It is now time to begin full scale development in order to complete this effort in a reasonable amount of time and give the public the advantage of the planned process automation improvements. We are requesting $2.5million in FY12 in order to accomplish the following:

- Develop Location Services which will allow adjudicators and the public to identify project boundaries geographically

- Develop case types to allow the Division of Coastal and Ocean Management (DCOM) to track their actions on the State Status Plats

- Initiate the Coastal Project Questionnaire online application

- Continue automating remaining permit types

- Continue scanning inventoried documents

The UP/DMS project initially started small scale in order to validate the hardware and software selected to satisfy the requirements of automating key business processes within DNR. Now that we've accomplished that goal to our customer's satisfaction, we need to transition to full scale development in order to field this system in a reasonable amount of time with technology that is still current and with automated processes that still reflect the way we conduct business. We also need to be able to support the additional workload associated with ensuring newly developed functionality is properly tested.

If this project isn't funded, we will continue processing permit applications on paper, maintaining hardcopy files for records of decisions, and risk losing records that aren't digitized. All of these impacts increase the cost to the state for activities related to authorizations and permits.

Specific Spending Detail:

LINE ITEM	DOLLAR AMOUNT	DESCRIPTION
Personal Services	$ 950,000	Existing Analyst Programmers positions to provide programming services and project management; Existing LTNP Microfilm/Imaging Operators to provide scanning and QC services
Travel	$ 10,000	Work with Juneau and Fairbanks staff

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| Services | $ 1,475,000 | Technical Contractors |
| Commodities | $ 65,000 | Hardware, software, training |