

Unified Permit Project and Document Management**FY2014 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:** 07/01/2013 - 06/30/2018 **Contact Phone:** (907)465-2422**Brief Summary and Statement of Need:**

The Unified Permit project is an interactive application system with three overall project goals. 1) Shorten and make consistent cycle times for land and water use authorization requests; 2) Guide applicants to the correct authorization requests; and 3) Build internal systems that directly support the Department of Natural Resources (DNR) productivity. The project is designed to support and streamline the permit process, raising productivity and setting known response times for applicants. The system integrates mapping systems and documents to individual applicant's case and project related data.

Funding:	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	Total
Gen Fund	\$2,500,000						\$2,500,000
Total:	\$2,500,000	\$0	\$0	\$0	\$0	\$0	\$2,500,000

<input type="checkbox"/> State Match Required	<input type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input checked="" 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:	1,110,700	0
<u>One-Time Startup:</u>	<u>0</u>	
Totals:	1,110,700	0

Prior Funding History / Additional Information:**Project Description/Justification:****WHAT IS THE ISSUE OR PROBLEM TO BE SOLVED?**

- Many permits for state land and water use are requested with inaccurate or incomplete information, which lengthens the request and authorization process. This makes the process slow and inefficient, ultimately causing customer frustration, and cost increases to the state to review and make determinations.
- Upon completion, this project will shorten and make consistent cycle times and processes for authorizations; guide applicants to the correct authorization request and submit complete applications; build internal systems that support and improve DNR productivity; 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 provide structured access to all content within the DNR case management environment.

- There are currently over 145 different case types which are used to identify different resource programs and approximately 50 different authorizations types.

WHAT IS THE SCOPE OF WORK TO BE PERFORMED?

This project continues development of new business information management systems and provides seamless integration with existing DNR systems to automate key DNR business processes.

The project delivers 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.

Specific work products on an annual basis are determined by the priorities set by the Division of Mining, Land and Water as this project is currently focused on their permitting processes. Costs cover software, hardware, licenses, and employee and contractor programming and support. Anticipated work products identified by the Division of Mining, Land and Water include improvements to the land use permit and water rights processes already in place; put general leases into production; document shore fish leases and material sales process and begin work towards production; document other land use permit processes; and as time and resources allow begin to roll in temporary water use permits, instream flow reservations, municipal entitlements, and survey and easement processes.

WHAT RESULTS WILL BE ACHIEVED AND/OR PRODUCTS PRODUCED?

The FY2014 request will provide for:

- Personal services for core DNR project team
- Contractual services for training and augmenting the project team
- Seamless integration of electronic content with business processes and main frame data
- Continued development of functionality for managing the life cycle of cases and projects
- Additional tools that allow adjudicators and business process owners to manage their cases more efficiently
- Business process management (BPM) solutions for additional permit processes so there will be a consistent process for all regions
- Tools that allow case and project location data to be geographically managed at the parcel level
- Additional commercial software products and software licenses to improve permit efficiencies

WHY IS THIS PROJECT NEEDED NOW – WHAT IS THE IMPACT OF REMAINING STATUS QUO?

- Without this project, permitting process will vary greatly instead of having a smooth, consistent, streamlined process
- Customers will continue to submit inaccurate information and incomplete applications, which will lengthen the request and authorization process
- Customers cannot figure out what authorizations are needed for their permit request
- Applicants may submit applications for incorrect authorizations
- DNR will need to maintain paper documents, which are related to projects and cases managed by DNR
- There will be no automated document securities and retention schedules
- DNR documents will not be searchable by indexed values or full text

WHAT ALTERNATIVES WERE CONSIDERED TO SOLVE THE ISSUE OR PROBLEM, AND WHY WERE THEY NOT SELECTED?

Alternatives from Software AG, EMC and Oracle were considered. IBM was selected as the best solution due to the flexibility it offered to adapt to changes to business processes, statutes, and the toolset it offered to business managers to monitor process flow and identify inefficiencies.

WHAT ACCOMPLISHMENTS HAVE BEEN ACHIEVED WITH PRIOR YEAR FUNDING?

- As of the end of FY2012, we have completed several key portions of this multiyear project
- As of June, 2012 the overall total of files scanned is 10,207, with 600,897 pages and 16,959 maps scanned by the DNR Scan Center
- Finalized selection of IBM Business Process Management (BPM) solution for redesign of Permit Automation system
- Purchased IBM BPM software and services for validation effort of new software
- Analyzed land use permit processes and deployed the automated land use permit using IBM BPM solutions as our validation effort
- Received training on IBM BPM software development practices
- Created additional reports for the DNR Business Reporting System

SPECIFIC SPENDING DETAIL:

<u>LINE ITEM</u>	<u>DOLLAR AMOUNT</u>	<u>DESCRIPTION</u>
Personal Services	\$ 975,000	Analyst/Programmers, Project Management
Travel	\$ 10,000	Work with Juneau and Fairbanks Staff
Services	\$ 2,255,000	Technical Support Contractors, Software Licensing/Maintenance, Training
Commodities	\$ 60,000	IT Equipment
PROJECT TOTAL	\$3,300,000	