

Unified Permit Automation and Document Management

FY2015 Request: \$3,900,000

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: 07/01/2014 - 06/30/2019

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. This multi-year project is designed to support and streamline the permit process, raise productivity and set known response times for applicants. The system integrates mapping systems and documents to individual applicant's case files and project-related data.

Funding:	<u>FY2015</u>	<u>FY2016</u>	<u>FY2017</u>	<u>FY2018</u>	<u>FY2019</u>	<u>FY2020</u>	<u>Total</u>
Gen Fund	\$3,900,000	\$2,500,000					\$6,400,000
Total:	\$3,900,000	\$2,500,000	\$0	\$0	\$0	\$0	\$6,400,000

<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:	1,000,000	0
One-Time Startup:	0	
Totals:	1,000,000	0

Prior Funding History / Additional Information:

- Sec1 Ch16 SLA2013 P73 L12 18 \$2,500,000
- Sec1 Ch17 SLA2012 P126 L11 160 \$3,300,000
- Sec1 Ch5 SLA2011 P93 L24 46 \$2,500,000
- Sec7 Ch43 SLA2010 P32 L3 230 \$800,000
- Sec10 Ch29 SLA2008 P73 L8 221 \$800,000
- Sec4 Ch30 SLA2007 P100 L19 53 \$800,000
- Sec1 Ch82 SLA2006 P79 L29 231 \$800,000
- Sec1 Ch3 SLA2005 P62 L32 46 \$1,000,000
- Sec1 Ch159 SLA2004 P31 L15 283 \$683,700

Project Description/Justification:

What is the issue or problem to be solved?

Many permit applications are requested with inaccurate or incomplete information, which lengthens the request and authorization process. This makes the process slow and inefficient, ultimately causing frustration, and increasing the cost to the state to review and make determinations.

There are currently over 145 case types which are used to identify different resource programs and approximately 50 authorizations types. Managing and tracking these files with a manual process and in paper format is expensive and inefficient. Visibility into the specific permit authorization requests has been opaque with very little ability to identify and prioritize permitting workload across the department.

By completing this project, the department intends to shorten and make consistent cycle times and processes 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.

What is the scope of the project 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. It 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.

Specific work products on an annual basis are determined by the priorities set by the divisions responsible for the specific case types and processes included within the project scope. 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 other land use permit processes; and as time and resources allow/begin to roll in temporary water use permits, and survey and easement processes. Anticipated work products identified by the Division of Oil and Gas include development of permitting case types in the department's Land Administration System, integration of their existing process management system with the Land Administration System, and implementation of on-line permitting status reports providing real-time status information to Oil and Gas permit applicants.

What results will be achieved or products produced?

- Implement the public on-line portal that guides individuals and businesses to the proper permitting authority, and helps them to research and address specific permitting requirements.
- Continued integration of various systems to increase ease of access to permitting documents and data across the department, and by the public.
- Implementation of a public on-line status tracking site for Oil & Gas permitting applicants that allows individuals and businesses to track and review the status of permit applications.
- Continue developing functionality for managing the life cycle of cases and projects.
- Continued development of advanced geospatial analytical tools that enable staff and public land users to more easily identify land attribute data that impacts the permitting and overall land management process.
- Continued development of real-time reporting with a focus on automatic report generation and targeted delivery of reporting and tracking information via email.

Why is this project needed now – What is the impact of remaining status quo?

- 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 have difficulty in determining which specific authorizations are needed for their project permitting requirements.
- Applicants may submit applications for incorrect authorizations, contributing to delays in the permitting process.
- DNR will need to maintain project and case-related paper documents, which will become more difficult as the state looks to adopt new office space standards.
- Document security and implementation of retention schedules will continue to rely on manual processes.
- DNR project and case-related electronic documents will not be searchable by indexed values or full text, making retrieval of information and documents more difficult, time-consuming and expensive.

What accomplishments have been achieved with prior year funding?

- During FY2013, 46,881 case file documents (many of which were for permit case files) were added into the department’s centralized document management system.
- During FY2013, 338,802 case file and patent documents were scanned by the DNR Scan Center staff, bringing the total number of pages scanned under this project to 939,699.
- During FY2013, the Land Use Permit automated system was implemented.
- During the last quarter of FY2013, on average 190 adjudicator tasks per month were processed through the new system.
- During FY2013, a total of 143 Land Use Permits were processed through the new system.
- During FY2013, process documentation and system framework development began for water rights permitting, with system implementation scheduled for FY2014.
- Provided advanced business process management training to department business analysts, programmers, and adjudicators to facilitate enhanced business process management activities, and help establish the framework for future system development.

Specific Spending Detail:

LINE ITEM	DOLLAR AMOUNT	DESCRIPTION
Personal Services	\$ 1,180,000	Analyst/Programmers, Project Management
Travel	\$ 10,000	Work with Juneau and Fairbanks Staff
Services	\$ 2,720,000	Technical Support Contractors, Software Licensing/Maintenance, Training
Project Total	\$3,900,000	

Personal Services Detail:

Number of new position(s) : 0

Number of existing position(s): Type of Position(s): PFT NP NP

(10-0285) Analyst/Programmer II, (10-0348) Analyst/Programmer V, (10-N06077) Microfilm/Imaging Oper I,
(10-0289) Analyst/Programmer III, (10-0391) Analyst/Programmer IV, (10-N09143) Microfilm/Imaging Oper II,
(10-0295) Analyst/Programmer IV, (10-0392) Analyst/Programmer III, (10-N11006) Microfilm/Imaging Oper I,
(10-0344) Analyst/Programmer III, (10-0403) Analyst/Programmer IV, (10-1860) Program Coordinator I,
(10-0346) Analyst/Programmer IV, (10-0406) Analyst/Programmer III, (10-1707) Program Coordinator II,
(10-N12082) Program Coordinator I
All positions are in Anchorage.