

Unified Permit Project - Completion of Phase 4

FY2008 Request: \$800,000
Reference No: 38872

AP/AL: Appropriation **Project Type:** Information Systems
Category: Natural Resources
Location: Statewide **Contact:** Leta Simons
House District: Statewide (HD 1-40) **Contact Phone:** (907)465-2400
Estimated Project Dates: 05/01/2008 - 06/30/2010

Brief Summary and Statement of Need:

The Unified Permit Project delivers an interactive 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 focus is on resource case types within the Division of Mining, Land and Water and the consistency review process of the Alaska Coastal and Ocean Management Program. The system integrates mapping and documents to case related data. The goal is to modernize the entire DNR case management system.

Funding:	FY2008	FY2009	FY2010	FY2011	FY2012	FY2013	Total
Gen Fund	\$800,000		\$1,400,000				\$2,200,000
Total:	\$800,000	\$0	\$1,400,000	\$0	\$0	\$0	\$2,200,000

<input type="checkbox"/> State Match Required	<input type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input checked="" type="checkbox"/> Phased - underway	<input 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:	176,800	2
One-Time Startup:	0	
Totals:	176,800	2

Additional Information / Prior Funding History:

SLA07/CH30	\$800,000	On-going
SLA06/CH82	\$800,000	On-going
SLA05/CH3	\$1,000,000	On-going
SLA04/CH159	\$683,700	Complete

Project Description/Justification:

This project will 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 and Ocean Management Program consistency review or other state resource authorizations. Examples of DNR authorizations include:

- ? Land Use Permits, Water Rights, Land Leases and Tidelands Leases, Consistency Reviews;
- ? Easements and Rights of Way, Pipeline Access, Utility Corridors, Commercial Development;
- ? Oil and Gas: Leases, Permits and Leases for Ice Roads, Support Facilities, Exploration Camps;
- ? Mining: Claims, Leases, Access, Plans of Operations, Reclamation Plans;
- ? Forestry: Timber Sales, Log-Transfer Sites, Access, Support Camps, Burn-Permits;
- ? Commercial Fishing: Mariculture Sites, Shore Fishery Leases, Leases for Processors, Tideland Leases;
- ? 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, Preference Rights;
- ? Land Sales and Staking Programs
- ? State Parks Permits for Special Use and Commercial Activity within Parks; Archeological Reviews.

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 timely, 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 made progress placing business applications online: Forestry Burn Permits, Uniform Commercial Code filings, land auctions, land sales, parks cabins are all automated. 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 ensure efficient operations; this component holds the majority of work on the project and offers the highest payback. It includes implementing an electronic document and content management system, moving DNR to a fully electronic foundation.

The completed Unified Permit project will:

- ? Shorten and make consistent the cycle time for authorizations.
- ? 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.
- ? Automatically populate data fields for repeat customers and identify past cases for adjudicators;
- ? 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.

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 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.

Project Plan.

The Unified Permit Project is guided by a comprehensive Project Plan (current version 1.4). The new 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.

The system now supports a web-based solution for all existing DNR case types which was delivered in FY07. Coastal Consistency Reviews were postponed to FY08. 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. The present focus is on Phase II, Core Services Implementation. This phase provides benefits to all adjudicators regardless of case-type. A strong communications plans 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 Phase II, 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.

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 Coastal Project Questionnaire. A prototype is complete and new questions with logic flows are being developed by staff for the programmers.

This plan is conceptualized as follows:

Phase I	Initial Business Requirements	Use Cases, Requirements by Module (done)
Phase II	Core Services Implementation	Case, Customer, Documents, GIS; Land Use Permits, Coastal Mgt (active)
Phase III	Custom Business Applications	Permits, Leases, Easements, Sales
Phase IV	Custom Business Applications	Habitat, Survey, Title, Classification, Muni Entitlement, Grants
Phase V	Custom Business Applications	Revenue and Billing; Financials

Progress to Date: In FY 05, the Division of Mining, Land and Water (DMLW) oversaw the completion of the design contract (Task Order 0074) 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.

FY07 Deliverables: 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 primary FY07 deliverables are 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, the

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document management system was initiated, land records systems were expanded to include DOT/PF right-of-way plats, and extensive end-user training on the new 'Web-LAS' screens was completed.

FY08 Plan: The Project Plan and Focus Group priorities are the Adjudicator Home Page, Distribution Lists, Contacts Sub-Module, Location Module, Reporting - both structured and ad-hoc. The electronic document management system design and implementation for the DNR Contracts Unit and the DNR Title Administration Unit, including the completion of a document metadata model for the department. A file prep and scan team have been assembled in preparation of the FY09 Document Management and Scanning CIP that will create the electronic DNR case files. Scan process tests for system response and cost control will be completed in FY08. DNR will place Land Use Permits on-line as the test case for Phases III and IV of the project.

FY09 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. Continuity sustains the momentum created by the earlier years funding and related projects.

Specific Spending Detail:

<u>LINE ITEM</u>	<u>DOLLAR AMOUNT</u>	<u>DESCRIPTION (text)</u>
Personal Services	\$360,000	Analyst Programmers, Project Management
Travel	\$ 10,000	Work with Juneau and Fairbanks staff
Services	\$370,000	Technical Contractors
Commodities	\$ 60,000	Hardware, software, training