Unified Permit Project and Document Management	**FY2013 Request:**	**$3,300,000**
	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: 07/01/2012 - 06/30/2017	**Contact Phone:** (907)465-2422

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; provides tools to guide adjudicators on permit authorization process; and implements automation of Department of Natural Resources (DNR) paper case and project files by converting them to digital format via scanning based upon state standards.

The 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.

Funding:	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	Total
Gen Fund	$3,300,000	$3,300,000	$3,300,000				$9,900,000
Total:	$3,300,000	$3,300,000	$3,300,000	$0	$0	$0	$9,900,000

☐ 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:	450,000	0
One-Time Startup:	0	
Totals:	450,000	0

Additional Information / Prior Funding History:

SLA12/CH5	$ 2,500,000	On-going
SLA10/CH43	$ 800,000	On-going to be complete in FY12
SLA08/CH29	$ 800,000	On-going to be complete in FY12
SLA07/CH30	$ 800,000	Complete
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 capital project continues development of new business information management systems and provides seamless integration with existing DNR systems to automate key DNR business processes.

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Department of Natural Resources
Reference No: 38872
Released December 15th, 2011

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.

Problem/issues we are trying to solve through automation and IT solutions:

- Simplify the permit application process for our customers. Many permits are requested with inaccurate or incomplete information, 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.

- 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.

- An idea of the amount of workload that can benefit from this effort, as of January 2007, there were approximately 100,000 active cases. As of October 2011, active cases were up to over 110,000 with over 145 different case types which are used to identify different resource programs and approximately 50 different authorizations types.

- Document backlog -1,140,000 pages of Realty Services (Title) documents and 500,000 pages of contract admin documents currently inventoried for scanning.

Brief summary of what has been accomplished to date
- As of the end of FY2011, we have completed several key portions of this multi-year project:
    - The legacy Land Administration System has been transitioned from the mainframe to web based applications which has simplified data entry and query of the business system
    - Oracle content management software and hardware has been purchased and customized to meet DNR's needs
    - The DNR Scan Center has been established to scan legacy case and project documents. 80% legacy Project documents, 20% of Contract Admin active case documents, and 95% of RS2477 Historic Trails documents have been scanned. As of August 31, 2011 approximately 322,000 pages and over 6,200 maps have been scanned
    - The Realty Services Section Scan Center has been established to capture BLM2009 documents to the DNR Universal Content Management system which is integrated with their tracking system
    - We analyzed Land Use Permit processes and deployed the automated Land Use Permit using Business Process Management solutions as our validation effort
    - We deployed centralized Adjudicator Home Page, Contacts, Distribution List, Comments, Notifications and Clock modules to support cases and projects
    - We provided a custom DNR Business Reporting System (DBRS)

- We migrated the on-line credit card system to the Sstate of Alaska-Department of Administration shared standard and expanded the electronic payment system to include a pay-by check option
- The Project sub-system is being developed to manage pre-authorization stages Develop Location Services which will allow adjudicators and the public to identify project boundaries geographically using a web browser
- Develop new case types to allow Division of Coastal and Ocean Management (DCOM) to track their actions on the State Status Plats
- Initiate the Coastal Project Questionnaire (CPQ) online application

- In FY2012, work continues based on business owner (Division of Mining, Land & Water) priorities:
  - Developed Rules and Stipulations sub modules to enhance resource authorization processes
  - Completed the electronic case routing system which will allow cases to be routed to proper personnel
  - Continue automating remaining permit types
  - Continue scanning inventoried documents
  - Created an infrastructure for online applications
  - Continue documenting and standardizing existing authorization process
  - Evaluated new products which provide increased business process improvement capability

Why is this Project Needed Now?:

The FY2013 capital project will support our efforts to streamline the DNR permitting processes by continuing to advance the improvements in our IT systems and processes:

- Seamlessly integrate electronic content with business processes
- Complete modules and sub-modules for managing the life cycle of cases and projects
- Complete documenting and streamlining DNR business processes
- Provide complete set of tools that allow adjudicators and business process owners to manage their cases more efficiently
- Provide Business Process Management solutions for all permit processes so there will be a consistent process for all regions
- Create public system infrastructure that can fully accept applications electronically
- Provide tools that allow cases and projects location data to be geographically managed at the parcel level
- Enhance the existing revenue and billing system to provide custom reports
- Software licensing fees for commercial products and operating systems

If this project isn't funded, we will be unable to pursue the conversion to an electronic permitting process and permit backlogs will not be eliminated. We would continue processing permit applications on paper, maintaining hardcopy files for records of decisions, and risk losing records that aren't digitized.

Specific Spending Detail:

LINE ITEM	DOLLAR AMOUNT	DESCRIPTION
Personal Services	$ 1,000,000	Existing Analyst/Programmers, Project Management
Travel	$ 10,000	Coordination with Juneau and Fairbanks Staff on IT solutions
Services	$ 1,640,000	Technical Support Contractors
Commodities	$ 650,000	Hardware, Software Licensing, Training