

Information Technology Capital Investment Program
Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Irene Garcia

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Agency: Department of Energy and Environmental Protection

Project: ezFile Electronic Permitting - Phase 2

Project Manager: Michael Trahiotis

Reporting Period: Project Inception through 06/30/2020

Total Funds Requested: \$9,250,000

Total Funds Allotted to Agency: \$1,250,000

Accumulative Total Capital Fund Expenditures to Date: \$643,871

Brief Project Description/Summary:

The ezFile Electronic Permitting project will extend the DEEP ezFile platform to incorporate the remainder of DEEP's application, licensing, permitting, and registration processes. ezFile currently includes less than a dozen e-permitting processes. However, DEEP has over 120 application, licensing, permitting, and registration processes which currently rely on paper-based application submittals, old legacy technologies, and manual review processes. This project will provide a more streamlined, efficient approach to both the external public interface and internal workflows based on lessons learned from previous projects. The focus of the project will be on the intake process to increase our services and online presence to the public by offering expanded electronic filing options. The project will leverage existing SIMS workflow functionality for use by internal DEEP staff. Additional functionality will be introduced to SIMS in order to provide staff with the tools to review electronic submittals and communicate with applicants throughout the various workflow steps.

The project will occur in multiple phases with the first being a proof of concept (POC) phase consisting of around ten filing types selected to represent a cross-section of the various DEEP business areas. An Agile project management approach comprised of multiple phases/sprints and incremental deliverables will be leveraged. After completion of the POC, DEEP will proceed forward with a second grouping of filing types leveraging similar development and incorporating additional lessons learned from the POC. After completion of each grouping, DEEP will proceed to the next grouping where the number of concurrent work threads will be increased in order to meet a more compact timeline. We will continue with these sprints until as many as possible or all filings can be completed.

Summary of Progress Achieved to Date:

DEEP finalized the initial 5 permit processes to be included in the initial project pilot. We are currently reviewing a vendor proposal internally and have also consulted with BEST to ensure it is in line with the Business One Stop platform and will be able to integrate and provide the expected citizen/business experience. The intent would be to kickoff the initial pilot by fall 2020.

DEEP continues to meet with DAS BEST regarding the Business One Stop initiative and how this project will integrate and leverage various component currently in development. DEEP plans to stay in close coordination with BEST to leverage the BOS platform and services wherever possible. ezFile Phase 2 will move forward in parallel with BOS but will stay in step with BOS to leverage some of the features being built to improve the citizen experience.

DEEP finalized and is working to post an RFP to provide an Agile assessment in order to identify DEEP readiness and resulting in an Agile transformation plan including training options for management, business, and IT and coaching options as part of this project.

DEEP also invested in Jira, an Agile project management tool which is currently being utilized for other projects already in progress.

DEEP is onboarding an on-site database engineer to work with agency IT staff to implement database changes needed to stabilize and optimize our enterprise SIMS database. The existing ezFile platform and ezFile phase 2 utilize SIMS as the database of record and it's stability is critical to support this initiative.

Issues and Risks:

- Dependency on completion of other DEEP priority projects for availability of IT resources.
- Dependency on successful go live of DEEP common modules project which will be leveraged within ezFile Phase 2.

Next Steps & Project Milestones:

- Continue discussions with the BEST digital team on alignment with BOS.
- DEEP will continue to develop an Agile transformation plan. DEEP is in process of posting an RFP for an Agile assessment.
- Begin definition of specific permit application business requirements.