

State of Connecticut

The Connecticut Department of Energy and Environmental Protection (DEEP) is charged with conserving and improving the natural resources and environment of the state of Connecticut. In addition, DEEP works to make cheaper, cleaner and more reliable energy available to citizens and businesses across the state. DEEP is tasked with making a very paper centric process more efficient.



Revenue Savings

Shrinking cycle times from weeks and sometimes months to mere hours improves revenue while avoiding loss through error-prone manual processing

Improved Efficiency

Vastly improved automation and consistency helps teams handle much higher volumes of work more efficiently

Customer Satisfaction

Simplified and efficient one-stop system for permit filing, submission and processing

Overview

The Need

As part of its efforts to protect Connecticut's natural resources and environment, the Connecticut Department of Energy and Environmental Protection (DEEP) operates a wide-reaching environmental permit scheme. Individuals or businesses planning to conduct activities that might affect the environment must first apply for the appropriate permits from DEEP. The Department uses permits to regulate a variety of activities, including water and land use, materials and waste management, and air previously, DEEP relied on manual, paper-based processes to manage permit applications. With large volumes of applications to process, teams found it challenging to track the progress of individual documents, leading to errors and delays that impacted staff productivity and created frustration for citizens. DEEP was concerned that slow turnaround of permit applications could result in fewer citizens applying for permits, creating the risk of unregulated activity that could have a harmful impact on the environment and depriving the Department of a valuable source of revenue.

The Solution

Seeking a faster, more efficient way to process permit applications, DEEP decided to introduce an e-Permitting solution that would allow members of the public to submit permit applications electronically and provide internal teams with an end-to-end solution for handling these applications. DEEP selected IBM Enterprise Content Management and IBM Collaboration Solutions software to act as the foundation for the e-Permitting solution. Together with IBM Business Partner Fairfax Data Systems, the Department is working to unify content and work flows in a single system, combining existing internal tools with IBM Case Foundation, IBM Case Manager and IBM Forms Server solutions. DEEP uses Forms Server software as the foundation for a web-based forms processing solution, which can be accessed by members of the public from a secure web portal. Users can fill out and submit permit applications on-line. Once an application has been submitted, the content is automatically routed to DEEP's back-end systems, using straight-through processing enabled by the Case Foundation software. The Department uses Case Manager software to handle the entire life-cycle of each application. A comprehensive work-flow guides staff through every stage of the application management process, ensuring that all permit applications are reviewed and approved or rejected in a timely manner. Currently, DEEP uses the e-Permitting solution to manage applications for Underground Tank, Storm Water Control and Management, Radiation and Fisheries permits. The Department is working to extend use of the solution to cover all permit types, and plans to introduce an e-Fees component that will allow citizens to make electronic payments for permits.

The Benefit

Using IBM Enterprise Content Management and IBM Collaboration Solutions software, DEEP is well on the way to building a one-stop system for permit filing, submission and processing. The e-Permitting solution is helping DEEP to turn what was once a time-consuming, cumbersome manual process into an efficient, automated way of processing permit applications. Increased automation and greater process consistency will save teams considerable time and effort, helping them handle a higher volume of work more efficiently.

While in the past, it could take teams weeks and even months to process applications, the e-Permitting solution will enable documents to be reviewed within hours, increasing system throughput and shrinking cycle times for application processing. As a result, DEEP will be able to provide citizens with a much faster response, and avoid revenue loss. As the solution is extended to cover more permit types, DEEP expects that the benefits will continue to multiply.

