

Transforming Government Licensing and Inspection for the 21st Century

CLIENT ISSUE

This client is one of the largest agriculture producing states in the country. Licensing and registration for all programs was completely paper based and required extensive manual processing for first time applicants, and during the renewal periods. Inspectors managed data collection through their own methods and only provided summary data to headquarters. Lab sampling and reporting was all paper based and relied heavily on email notifications and coordination.

The client relied only on email to manage workflow, and all processing of applications and forms was reliant on other departments to verify payment before reviews could begin. The review processes required regular requests for additional information from industry and users, which added significant amount of time to the process.

None of the data that was being captured was centralized and management could not track repeat offenses, delinquent licenses and registrations, or corrective action planning to correct defects in operating practices in the field.

The client was facing continued pressure to increase speed and accuracy in processing work load from the industries it serves, as well as maintaining or reducing fees for performing the same work.

SOLUTION

In response, the client engaged M Corp to deliver a COTS/MOTS enterprise solution that could meet all of the programmatic requirements for implementing a multi-phase web based licensing and inspection system. M Corp applied our Functional Efficiency Optimization ModelSM (FEOSM) to establish a transformation roadmap that ensured that industry and state staff were prepared for the changes that automation brings to manual processes. Our solution included the following components:

Project Summary

Client:

State Agriculture Department

Solution:

COTS/MOTS System Integration and Change Management

Objective:

Establish a single point of access for licensing, registration, inspection and audit data for all programs by industry and internal users.

Utilization:

4,000 users, 50,000 records annually

Results:

Delivered integrated web based enterprise solution for all programs that transforms the operating process from paper to electronic.

BUSINESS MODELING

M Corp conducted phased and interactive sessions to capture business rules, detailed requirements, and workflow/process flows. Many of these elements were undocumented and resided as institutional knowledge with key individuals. Use cases were developed to model behavior before any system configuration began.

The outcome delivered a complete detailed requirements package that captured all the necessary business rules, workflows, and requirements to deliver each component of the system.

COTS CONFIGURATION

M Corp configured the COTS/MOTS solution based on detailed requirements and design sessions. The system has the following functionality:

- Rules driven applications and forms that eliminate errors in data capture.
- Automated workflow for application processing, inspections, lab sample processing and reporting.
- Single interface where applicants can manage and track status of all renewals, applications, complaints, inspection reports, lab reports.
- Automated reminders for renewals.
- Ability to self-print certificates and licenses once approved.
- All data is linked to primary firm information, regarding location or subsidiary.
- Violation and correction tracking for all incidents and inspections.
- Inspector can link investigations to specific licenses, registrations, or complaints about a firm.
- Track lab samples with bar codes and automated posting of results from the field through to reporting to industry.
- On-line payment with credit card processing.
- Ad-hoc reporting and standardized reports.
- Ability to view all data through mobile devices in the field.

CHANGE MANAGEMENT

M Corp integrated the change management process into the system configuration, testing, and implementation life cycle steps. Change management was managed for both state staff and industry users. Since the processes before were all manual and paper based, emphasis had to be placed on working with users to adopt a single unified process and methodology for performing each work process.

EFFICIENCY OPTIMIZATION

M Corp delivered an innovative solution that streamlines workflow and user interactions to capture data in a uniform and complete format. Workflow was automated to include notifications to the

necessary users at each step of the process. State staff can view workload by staff person or entire units, and re-allocate workload based on scheduling. Industry users can view the status of each submittal and know where it is in the workflow process based on status. Workflow is not constrained by manual processing of payments or other interactions that previously held up processing of requests.

CLIENT BENEFITS

RESULTS

The transformation of the client's operating model has been systemic, not just technological. Industry can apply for licenses, registrations, certificates, and renewals through a single web interface for all programs, and pay by credit card. Industry can also print their certificates directly on-line, rather than waiting for paper copies in the mail, whenever needed and as many times as needed. State staff can view workload and status of each document in the system. Inspectors can capture data through automated and logic driven screens to secure complete information.

All data for each firm doing business with the state is viewable to only appropriate parties and complete history of all transactions can be viewed by state staff. The new system allows for users to more efficiently interact with the state and understand the entire application process from start to finish, and manage the status of their licenses and action items from a single screen.

The system automatically assesses fees and penalties based on payment timeframes. Notifications of renewal and due dates are sent out automatically. The system has ad-hoc reporting capabilities that allow users to self generate reports and export data based on security rights. Maintenance is done through the GUI interface.

All data captured is linked to relevant records, including attachments. The system also standardizes how each task is performed and when it is available for review by the next users.

M CORP ADVANTAGE

M Corp's ability to assess and develop an optimization strategy for such a dynamic stakeholder environment facilitated the continuous progress of the project. Our unique understanding and delivery model allowed a challenging solution to be delivered in a timely and effective manner.

CONTACT US

For information about this project or M Corp's System Integration service line, contact us at 916.254.0355 or info@the-mcorp.com.