

**Louisiana Department of
Natural Resources
Coastal Management Division
Coastal Use Permitting**

March 2007



Electronic Application System

- **File and modify applications on-line**
- **Process applications electronically**
- **Track applications real-time**
- **Notify users via email**
- **Provide for on-line commenting**
- **Allow online access for everyone**

Time Line

- ~March 2001 – August 2003 – Efficiency Study of CMD Program to Improve Customer Service
 - Decrease unnecessary application processing delays
 - Improve communication to external users
 - Make more use of current technology
 - Automate routine tasks (generate letters, reports and notification emails; track deadlines and performance metrics; distribution of documents and reports; etc)
 - Reduce paper usage
- August 2003 – December 2004 – selection and preparation of programming contractor

Time Line

- January 2005
 - Development and testing of main components began
- April 2005
 - Beta-testing of main components began
- November 2005
 - On-line implementation of system
- November 2005 - December 2006
 - Maintenance and improvements
- January 2007
 - Development of satellite components began, maintenance continues

Technology Used

- **Oracle Database with forms serving as internal user interface with business application (SONRIS)**
- **Oracle Workflow directs movement of application. Will be migrating to Oracle Bpepl due to discontinuation of workflow**
- **HTML forms serving as external user interface with database**
- **FileNet document management**

Responses to New System

“I just did it. Unbelievable. It only took about 15 min. for the whole thing. This is wonderful!!! No copies, no mailing, and I paid online. If you can't tell, I'm very happy.” Donna Mills, Century Exploration

“I find the process is pretty smooth and seems to be much faster. Just cutting off the correspondence mailing time helps greatly. I also find that all your analysts are good to work with and have been very helpful to me.” Mike Capello, Morris P. Hebert, Inc.

“The new online system is working out fine. It's great to be able to see comments as they become available from the commenting/permitting agencies. My customers are pleased with it as well because they are also receiving updates as they become available.” Donna Hollier, Tim Morton and Associates

Keys to Success

- Involvement of personnel with good knowledge of permitting program to work with programming personnel during development and testing
- Good working relationship between permitting program staff and programming staff
- Involvement of external users throughout development and testing. This gives the external users a sense of ownership.
- Test, Test, Test

Questions?



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[HTTP://WWW.DNR.STATE.LA.US](http://www.dnr.state.la.us)

<http://dnr.louisiana.gov/crm/coastmgt/coastmgt.asp>