

ePermitting product strategy

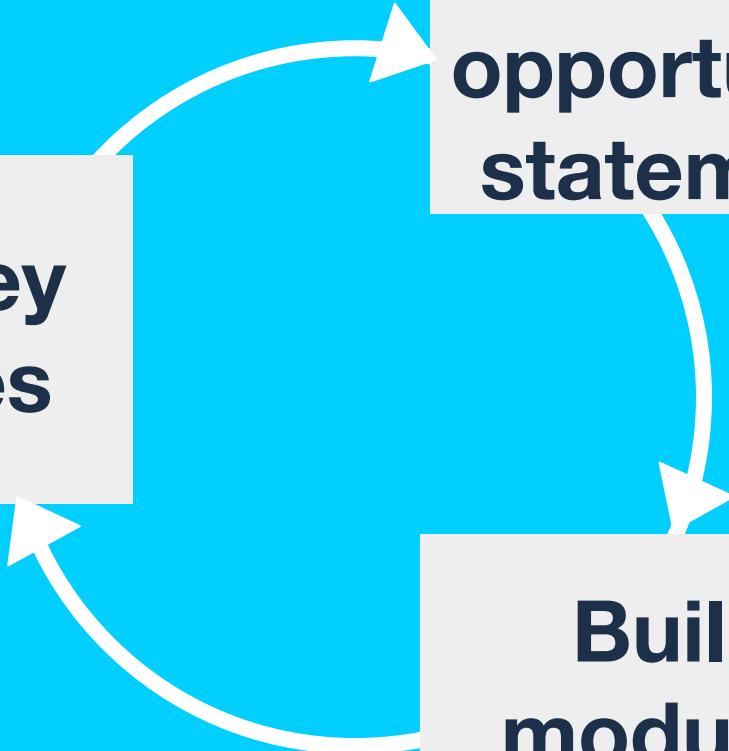
The **opportunity statement, key performance measures** and **modules** for the Forest Service ePermitting project

Background

**Set
opportunity
statement**

**Check key
measures**

**Build
modules**



Module ≠ BPA buy

Multiple modules may be incorporated into one buy. A module may be split into multiple buys.

Modules are a strategic unit, not an acquisition one. These modules are not yet prioritized.

Opportunity statement

**The opportunity statement =
the problem we are trying to solve
with the ePermitting project**

Opportunity statement

1/ Existing administrative systems restrict, rather than facilitate, responsible use of the forest, and reduce the time spent on stewardship-oriented business and engaging Forest users.

Opportunity statement

2/ These processes and systems result in sub-optimal customer satisfaction, less business, and less of a connection between people and their environment.

Opportunity statement

3/ We believe that by digitizing these processes for the public, we will allow Forest Service staff to focus on their primary job, and help correct the current overemphasis on restriction rather than facilitation.

Opportunity statement

4/ And, we believe that this will lead to better customer satisfaction and more permits.



Who are our users?

Key user groups / Special uses / Outside the Forest Service



School groups and higher
education organizations



Outfitters and guides



Non-profits



Other interested parties

Key user groups / Special uses / Inside the Forest Service



Special use administrators



Decision makers involved in
approving permits

Key user groups / Christmas trees



Front office staff: front liners, collection officers



Back office staff: program coordinators, resource specialists, timber management



Vendors: Ace Hardware, local chambers of commerce, etc.



General Public: families who celebrate Christmas, groups (church groups, etc), outdoor enthusiasts

Key performance measures

Key performance measures

1

Improved customer satisfaction
as measured by surveys of
permittees

2

Increased number of permit
holders as measured by
authorizations issued in SUDS

3

Less hours spent
processing/submitting
permits as measured by:

The number of days from application
entry to authorization issuance, as
measured by SUDS

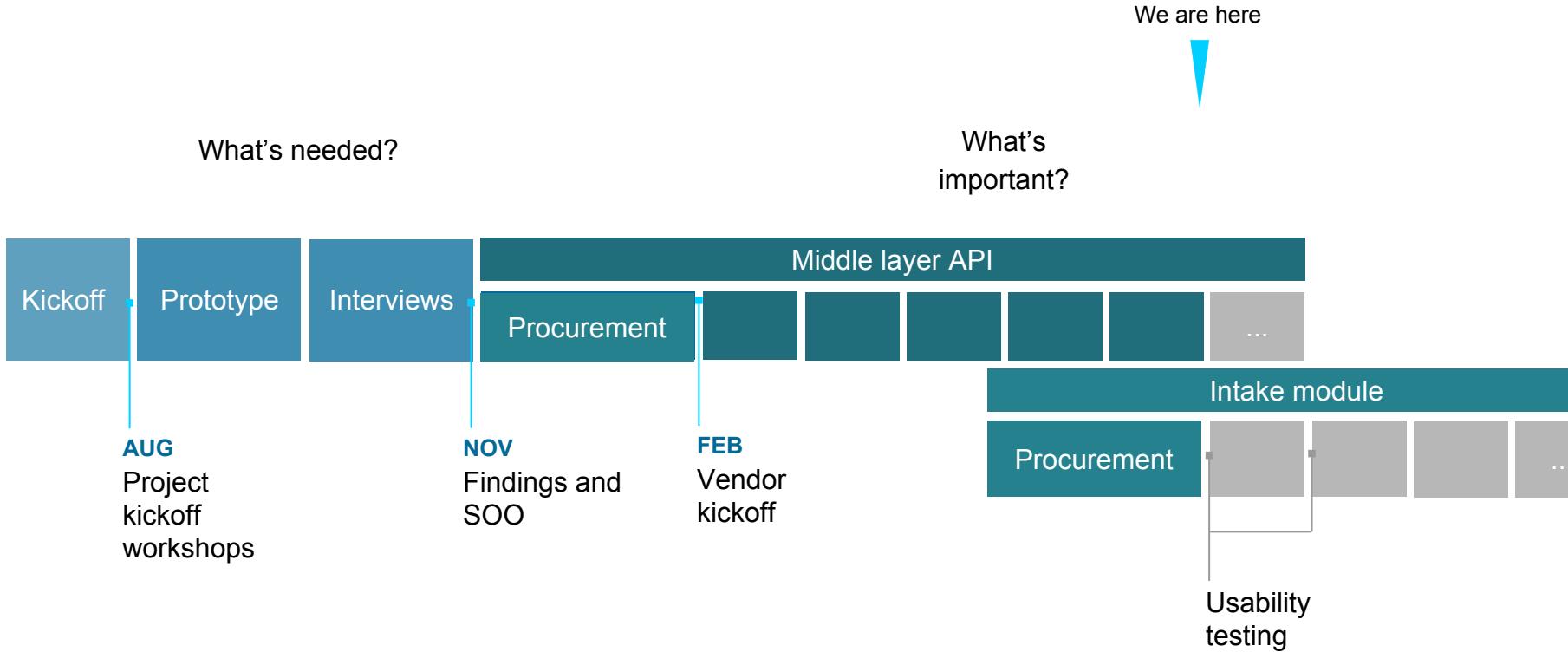
The number of hours spent closing and
reconciling Christmas tree permit sales,
as measured by a business process
analysis

Timeline and Approach

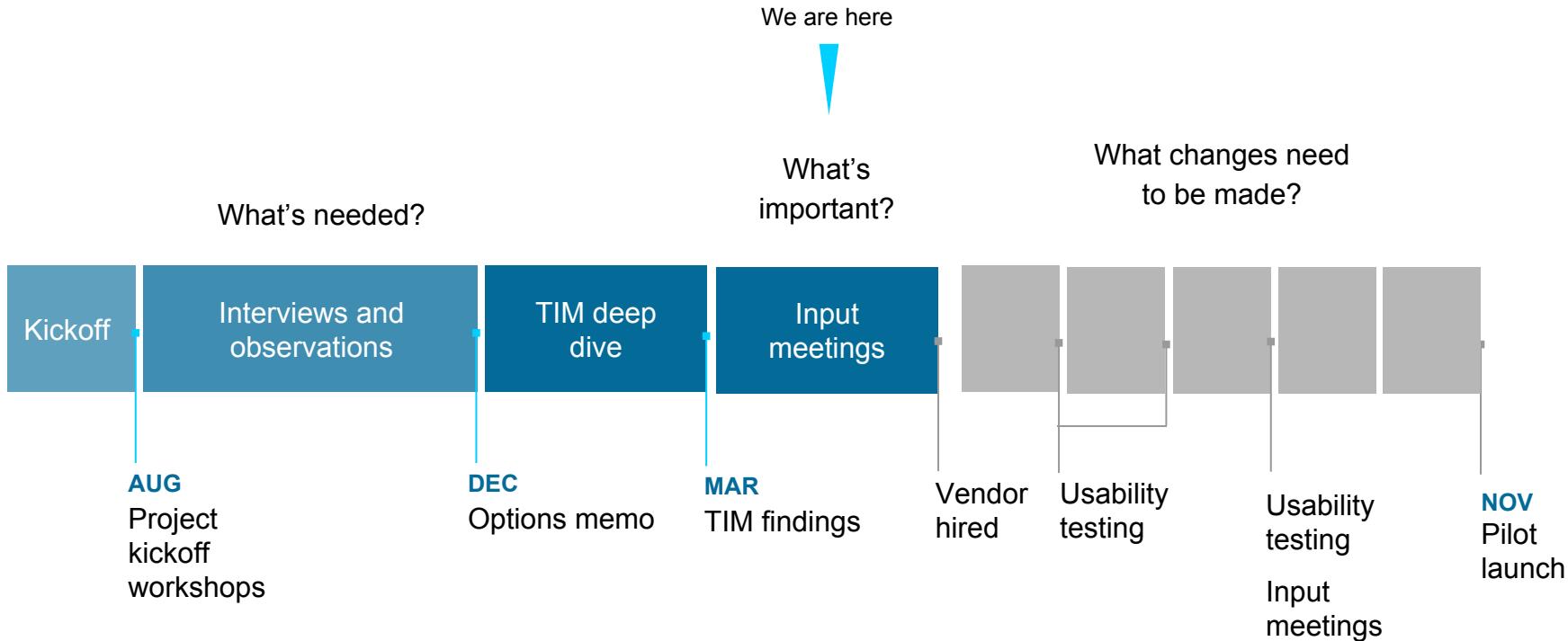
Parallel project efforts



Special use permits



Christmas tree permits



Modules in progress

Module in progress

SUDS API/ Developers can connect ePermitting to SUDS easily

What we're after: A RESTful API endpoint with a simple schema for ePermitting developers to use.

Why: Without an API connection to SUDS, we can't make any other modules operational. SUDS is also complicated and changing. We want to shield our developers from its innards and let them focus on the user experience instead of database interface.



Module in progress

Intake/ Applicants can submit their forms and documents

What we're after: Applicants can submit the forms and activity-dependent documentation that compose a non-commercial group use or temporary outfitter/guide application.

Why: An activity-dependent application form will address the most common applicant complaint: wildly varying documentation requirements between forests.



Module in progress

Christmas trees/ People can purchase and print Christmas tree tags online

What we're after: People can purchase (via pay.gov) and print tags they attach to Christmas trees.

Why: Issuing tags online will circumvent or minimize much of the staff effort involved in tracking, reconciling sales of, and reporting on tag sales. This module will also make Christmas tree tags available outside of FS district offices.



Possible future modules

Possible future module

TIM API/ Developers can connect ePermitting to TIM easily

What we're after: RESTful API endpoint with a simple schema for ePermitting developers to use.

Why: TIM is complicated. We want to shield our developers from its innards and let them focus on the user experience instead of database interface.



Possible future module

Payments/ Outfitters and guides can pay their special use permit fees online

What we're after: Outfitters and guides pay their bills through the same system the used to apply to their frameworks.

Why: Although outfitters and guides can pay bills online through some forests, they should not have to interact with more than one Forest Service system over their service journey. This module would consolidate that payment.



Possible future module

Clarifications/ Applicants can submit responses to admin. requests

What we're after: After receiving a permit application, permit administrators can request additional documentation and applicants can submit it.

Why: When exchanging documentation via email, it often “fall through the cracks” without a consolidated list of what applicants still need to submit.



Possible future module

Use reporting/ Outfitters/guides can submit their use reports online

What we're after: Outfitters/guides can upload spreadsheets describing their forest use in a variety of formats and calculate usage fees. Summaries of their use flow to SUDS and permit administrators.

Why: Many outfitters and guides have to submit use forms redundant to their systems and permit admins. have to manually enter them.

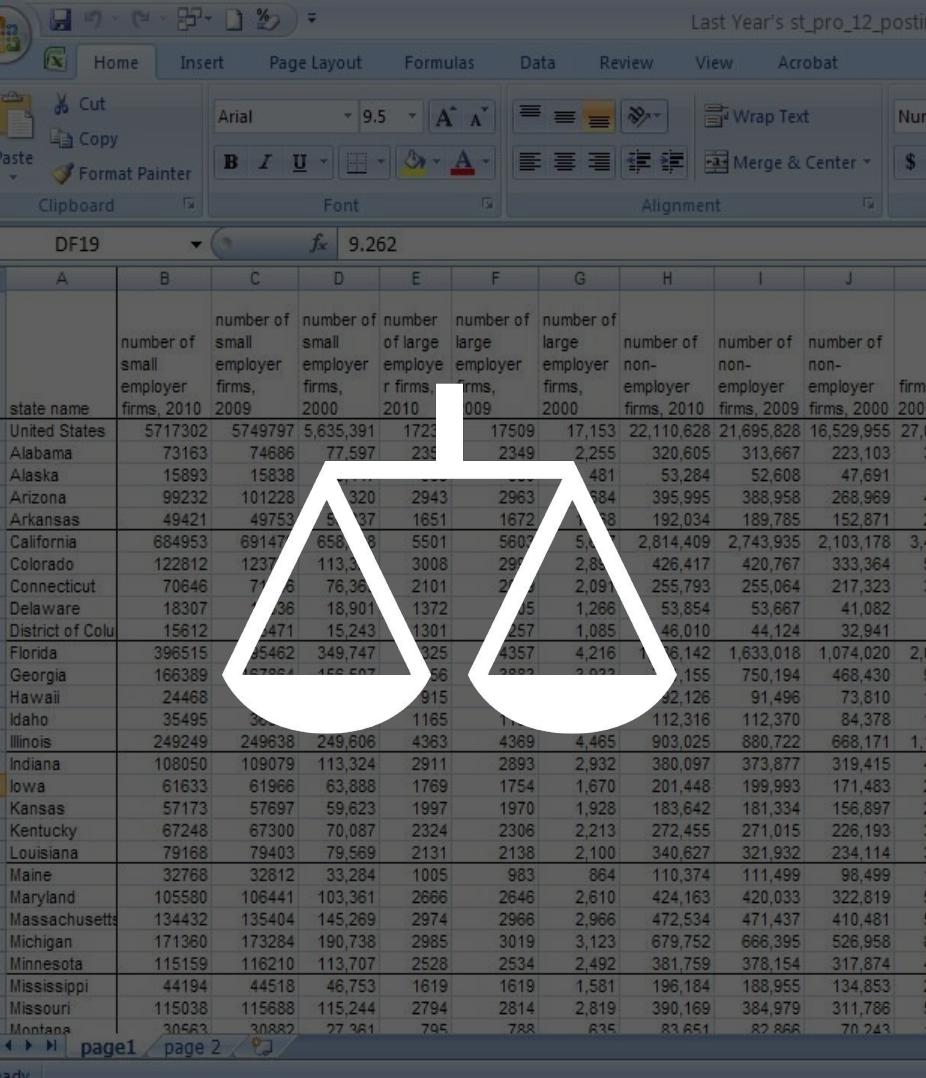


Possible future module

Reconciliation/ Staff can easily reconcile permits and revenue

What we're after: Staff can view a report that compares the amount of revenue received with the number of permits issued (through ePermit or other sources)

Why: The current reconciliation process discovers systematic errors and ensures data accuracy, but is currently time-consuming and manual.



		Arial	9.5	B	C	D	E	F	G	H	I
2	state name	number of small employer firms, 2010	number of small employer firms, 2009	number of large employer firms, 2000	number of large employer firms, 2010	number of large employer firms, 2009	number of large employer firms, 2000	number of non-employer firms, 2010	number of non-employer firms, 2009	number of non-employer firms, 2000	
3	United States	5717302	5749797	5,635,391	1723	17509	17,153	22,110,628	21,695,828	16,529,955	
4	Alabama	73163	74886	77,597	235	2349	2,255	320,605	313,667	223,103	
5	Alaska	15893	15838					481	53,284	52,608	47,691
6	Arizona	99232	101228	320	2943	2963	384	395,995	388,958	268,969	
7	Arkansas	49421	49753	53,37	1651	1672	168	192,034	189,785	152,871	
8	California	684953	69147	658,3	5501	5603	5,17	2,814,409	2,743,935	2,103,178	
9	Colorado	122812	1237	113,3	3008	299	2,83	426,417	420,767	333,364	
10	Connecticut	70646	71,6	76,36	2101	209	2,091	255,793	255,064	217,323	
11	Delaware	18307	18,36	18,901	1372	135	1,266	53,854	53,667	41,082	
12	District of Colu	15612	15,71	15,243	1301	1257	1,085	46,010	44,124	32,941	
13	Florida	396515	395462	349,747	325	4357	4,216	17,142	16,33,018	1,074,020	
14	Georgia	166389	167264	455,507	556	522	2,232	1,155	750,194	468,430	
15	Hawaii	24468				915			32,126	91,496	73,810
16	Idaho	35495			1165	111			112,316	112,370	84,378
17	Illinois	249249	249838	249,606	4363	4369	4,465	903,025	880,722	668,171	
18	Indiana	108050	109079	113,324	2911	2893	2,932	380,097	373,877	319,415	
19	Iowa	61633	61966	63,888	1769	1754	1,670	201,448	199,993	171,483	
20	Kansas	57173	57697	59,623	1997	1970	1,928	183,642	181,334	156,897	
21	Kentucky	67248	67300	70,087	2324	2306	2,213	272,455	271,015	226,193	
22	Louisiana	79168	79403	79,569	2131	2138	2,100	340,627	321,932	234,114	
23	Maine	32768	32812	33,284	1005	983	864	110,374	111,499	98,499	
24	Maryland	105580	106441	103,361	2666	2646	2,610	424,163	420,033	322,819	
25	Massachusetts	134432	135404	145,269	2974	2966	2,966	472,534	471,437	410,481	
26	Michigan	171360	173284	190,738	2985	3019	3,123	679,752	666,395	526,958	
27	Minnesota	115159	116210	113,707	2528	2534	2,492	381,759	378,154	317,874	
28	Mississippi	44194	44518	46,753	1619	1619	1,581	196,184	188,955	134,853	
29	Missouri	115038	115688	115,244	2794	2814	2,819	390,169	384,979	311,786	
30	Montana	30563	30882	27,361	795	788	635	83,651	82,866	70,243	

Possible future module

Signatures/ Permit admins. can share permits for signature online

What we're after: After permits are issued, permit administrators can gather their signatures electronically.

Why: Currently, exchanging paper documents and gathering signatures adds weeks to an already long permit process.



Possible future module

Customization/ System admins can change some aspects of system

What we're after: Forest service administrators (at the national level) can modify some of the questions ePermitting asks of permittees.

Why: As regulations change, applicant requirements change. The forest service shouldn't have to contract developers every time it wants to make a minor application tweak.



Possible future module

Reporting/ Permit admins. can generate basic reports on ePermits

What we're after: Permit administrators can generate basic reports about the number and types of ePermit applications they receive.

Why: Although SUDS and TIM will continue to handle the bulk of the reporting on special uses and forest products, the ePermitting system should offer basic statistics on its use.



Possible future module

Firewood/ People can purchase and print firewood tags online

What we're after: People can purchase and print firewood harvesting tags in the same way as Christmas trees.

Why: Like with Christmas trees, issuing these permits online will reduce back office work.



Possible future module

Tracker/ Outfitters can track the progress of their application

What we're after: Outfitters and guides can track the progress of their application through the Forest Service's evaluation process after they submit it online

Why: One of the outfitters and guides most common complaints is how little information they get about a permit after it's submitted.

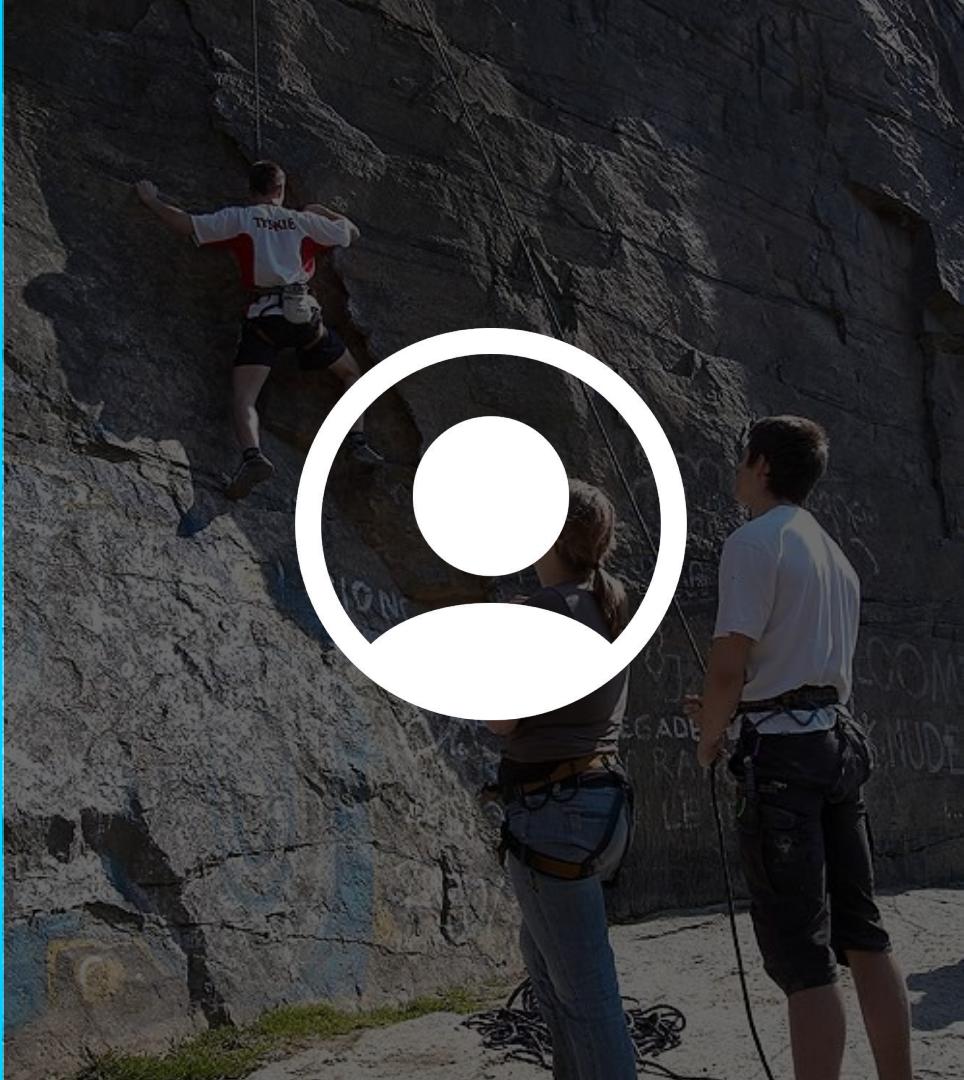


Possible future module

Account/ Outfitters can reuse their answers in multiple applications

What we're after: Outfitters and guides can log in and reuse information from previous applications in new ones.

Why: Outfitters and guides submit the same information to many districts and forests within which they operate. Reusing this information will decrease the time it takes to renew.



Possible future module

Mapping/ Applicants can submit maps with online applications

What we're after: Applicants can indicate the location and/or route of their activity on an interactive map accompanying their location.

Why: A clear location map will reduce miscommunications about location, a common permit administrator and applicant complaint.



Roadmap

1

SUDS API -
completed by
end of Q2

2

Intake - award
by 3/1 - task
completed
NLT

3

X-mas tree

4

??

5

??

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