DITIRO SEMELE

BIDA24-155

B101-BUSINESS PROCESS ANALYSIS (BPA)

A. i) Lodging the land development application

ii) - Submission of land development

    - Retrieve of geographical information on the designated development area

    -Initial validation of the development proposal

B.- Applicant

  -Assessment Manager

  -Department of Natural Resources and Water (NRW)

  -Environmental Protection Agency (EPA)

  -City council

  -Cadastre

  -Department of Roads (DoR)

C.- It improves communication among everyone involved in the process. Stakeholders can track the progress of their application in real time.

  -Process approval for land development is much quicker. Applicants get their applications processed faster because the system automates a lot of the checking and validating. This will make business suffer in the long term if this step is removed.

  -The system automatically checks applications to ensure they meet requirements leading to lower chances of facing project delays. It lowers the chance of risk.

D.-Environmental license

    -Land alteration permit

    -Development plan

    -Quote of cost

    - Retrieved geographical information on the designated development area

E. i) -Cycle time

    -First Pass Yield

    -Cost Accuracy

  ii) -Geographical information Retrieval Time

    -Error Rate

    -Applicant Satisfaction

INPUTS	ACTIVITIES	DESCRIPTION	OUTPUTS	ACTORS
	1.1 Preparing Land development application			
Study reports	1.1.1 Examine the land	Check if the land is suitable for the project	Suitable or Unsuitable land	Applicant
Project details	1.1.2 Create development plan	Plan for how the development will look	Development plan	Applicant
Development plan	1.1.3 Note all permits needed	List all permits needed to apply for	Needed Permits list	Applicant
Development Plan	1.1.4 Estimate project costs	Estimate how much the project will cost	Estimated project costs	Applicant

Permits list and Project details	1.1.5 Complete application form	Fill in required information in the form	Completed application form	Applicant
	1.2 Lodging the application			
Land development application	1.2.1 Receipt of a LD-Application	Submission of the application to the Assessment manager	Submitted Land development application	Applicant
Land development application	1.2.2 Receive LD-Application	Applicant is received from the Applicant by Assessment Manager	Successful Application	Assessment Manager
Land development application	1.2.3 Check application completeness	To ensure that all necessary information is captured on the application	Complete or Incomplete application	Assessment Manager
Land development application	1.2.4 Application is returned	It is returned to the applicant if the is incomplete	Application received	Assessment Manager
Land development application	1.2.5 Request Geographical information	Only if the application is complete	A successful request	Assessment Manager
Land development application	1.2.6 Provides Geographical information	Provide it to the Assessment Manager	Geographical information	Cadastre
Land development application and plan	1.2.7 Retrieve of geographical information	Assessment manager interacts with the cadastre to retrieve the information on the designated development area	Retrieved geographical information on the designated development area	Assessment Manager
Retrieved geographical information on the designated development area	1.2.8 Initial validate development plan	Get initial validation of the development proposal from city council	Valid development proposal or Invalid development proposal	Assessment Manager
Invalid development proposal	1.2.9 Application rejected	Only if the plan is not valid	Rejected plan	Assessment Manager
Valid development proposal	1.2.10 Generate quote of cost	Only if the plan is valid	Quote of cost	Assessment Manager
Quote of cost	1.2.11 Transfer quote of cost	Transfer quote of cost that will incur to process the application to the applicant	Quote of cost received	Assessment Manager

Received quote of cost	1.2.12 Accept Quote of cost	For the process to continue by an applicant	Accepted Quote of cost	Applicant
Quote of cost	1.2.13 Transfer Quote of cost	It is sent to the Assessment Manager for plan approval	Received quote of cost	Applicant
Cost of a development plan and permit/license	1.2.14 Plan is approved	If the cost of development plan and the permit/ license is submitted	Approved plan	Assessment Manager
Development plan	1.2.15 Assessment start	After the applicant accepts the quote and the plan is approved		Assessment Manager
	1.3 Assessing the application			
Development plan	1.3.1 Check for conflicts	Assessment Manager interact with the Department of Roads to check conflicts with planned road development works	A checked development plan	Assessment Manager
A checked development plan	1.3.2 Accept Application	If there are no conflicts	Successful application	Assessment Manager
A checked development plan	1.3.3 Reject Application	If there are conflicts	Rejected application	Assessment Manager
Email, Email address	1.3.4 Notify the Applicant	If the application is rejected	Rejection notification	Assessment Manager
Development plan	1.3.5 Modify the development plan	After the application is rejected	Modified development plan	Applicant
Modified development plan	1.3.6 Re-submit development plan for assessment	After being modified	Modified development plan received	Applicant
	1.3.7 Resume the process	Resume from where it was interrupted		Assessment

	1.3.8Check plan modification	Checking if plan involves modification to natural environment or not	Involves modification or does not involve modification	Assessment Manager
A checked development plan	1.3.9 Notify the applicant	Notify the applicant of the final approval if the D-plan does not involve modification to natural environment	Notification	Assessment Manager
A checked development plan	1.3.10 Request Land alteration permit	Request to NRW department only if the development plan includes modifications to the natural environment	Land alteration permit request received	Assessment Manager
Land alteration permit request	1.3.11 Review the permit	Examine the land alteration request for rejecting or approving it	Granted or rejected request	Department of Natural Resources and Water
Valid development plan	1.3.12 Apply for Additional fee	If the plan is for commercial purpose to obtain the permit	Land alteration permit	Applicant
Additional Fee application	1.3.13 Send Additional fee application	It is sent to the Natural Resouces and Water Department	Successful Additional fee application	Applicant
Successful Additional fee application	1.3.14 Receive Additional fee application	It is received from the applicant to obtain permit	Additional fee application received	Department of Natural Resources and Water
Land alteration permit	1.3.15 Transfer of permit	It is sent directly to the applicant once the permit is granted	Land alteration permit received	Department of Natural Resources and Water
Development plan	1.3.16 Request Environmental license	It is requested from EPA If the designated development area is regulated by special environmental protection law	Successful Enviromental license request	Assessment Manager

Environmental license request	1.3.17 Reviews request for environmental license	Examine Environmental license request before approving or rejecting it	Granted or rejected environmental license	Environmental Protection Agency (EPA)
Environmental license	1.3.18Transfer license	It is directly sent to the applicant once is granted	Environmental license received	Environmental Protection Agency (EPA)
	1.3.19 Notify the Applicant	Once the required permit and or license have been obtained, notify the applicant of the final approval	Notification	Assessment Manager
	1.3.20Applicant proceed with the project	If the project is approved		Applicant

H.1 <u>Weakness</u>

 -Unnecessary loops for modifying and re-submitting the development plan.

  <u>Improvement</u>

 -Instead implement a 'Final review' to reduce the cycle of repeated modifications and re-checks.

  2 <u>Weakness</u>

 -Transfer of quote of cost.

   <u>Improvement</u>

  -A quote of cost can be shared online, or applicant can directly access this information by an online portal.

   3 <u>Weakness</u>

-Manual conflict check step.

<u>Improvement</u>

-Automatically detect or check conflicts through software to reduce human workload.

4 <u>Weakness</u>

-Redundant manual checks such as initial completeness checks.

<u>Improvement</u>

-Replace manual Checks with automated validation to reduce time and human error