**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**

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| **INPUTS** | **ACTIVITIES** | **DESCRIPTION** | **OUTPUTS** | **ACTORS** | **VALUE** |
|  | 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 | VA |
| Project details | 1.1.2 Create development plan | Plan for how the development will look | Development plan | Applicant | VA |
| Development plan | 1.1.3 Note all permits needed | List all permits needed to apply for | Needed Permits list | Applicant | NVA |
| Development Plan | 1.1.4 Estimate project costs | Estimate how much the project will cost | Estimated project costs | Applicant | BVA |
| Permits list and Project details | 1.1.5 Complete application form | Fill in required information in the form | Completed application form | Applicant | NVA |
|  | 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 | NVA |
| Land development application | 1.2.2 Receive LD- Application | Applicant is received from the Applicant by Assessment Manager | Successful Application | Assessment Manager | NVA |
| 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 | VA |
| Land development application | 1.2.4 Application is returned | It is returned to the applicant if the is incomplete | Application received | Assessment Manager | NVA |
| Land development application | 1.2.5 Request Geographical information | Only if the application is complete | A successful request | Assessment Manager | VA |
| Land development application | 1.2.6 Provides Geographical information | Provide it to the Assessment Manager | Geographical information | Cadastre | BVA |
| Land development application and plan | 1.2.7 Retrieve of geographical information | By interacting with the cadastre to retrieve the information on the designated development area | Retrieved geographical information on the designated development area | Assessment Manager | BVA |
| 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 | VA |
| Invalid development proposal | 1.2.9 Application rejected | Only if the plan is not valid | Rejected plan | Assessment Manager | NVA |
| Valid development proposal | 1.2.10 Generate quote of cost | Only if the plan is valid | Quote of cost | Assessment Manager | VA |
| 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 | NVA |
| Received quote of cost | 1.2.12 Accept Quote of cost | For the process to continue by an applicant | Accepted Quote of cost | Applicant | NVA |
| 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 | VA |
| 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 | VA |
| Development plan | 1.2.15 Assessment start | After the applicant accepts the quote and the plan is approved |  | Assessment Manager | NVA |
|  | 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 | VA |
| A checked development plan | 1.3.2 Accept Application | If there are no conflicts | Successful application | Assessment Manager | VA |
| A checked development plan | 1.3.3 Reject Application | If there are conflicts | Rejected application | Assessment Manager | VA |
| Email, Email address | 1.3.4 Notify the Applicant | If the application is rejected | Rejection notification | Assessment Manager | NVA |
| Development plan | 1.3.5 Modify the development plan | After the application is rejected | Modified development plan | Applicant | VA |
| Modified development plan | 1.3.6 Re-submit development plan for assessment | After being modified | Modified development plan received | Applicant | VA |
|  | 1.3.7 Resume the process | Resume from where it was interrupted |  | Assessment | NVA |
|  | 1.3.8Check plan modification | Checking if plan involves modification to natural environment or not | Involves modification or does not involve modification | Assessment Manager | VA |
| 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 | NVA |
| A checked development plan | 1.3.10 Request Land alteration permit | Only if the development plan includes modifications to the natural environment | Land alteration permit request received | Assessment Manager | VA |
| 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 | BVA |
| 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 | VA |
| 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 | VA |
| 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 | VA |
| 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 | VA |
| 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 | BVA |
| 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) | BVA |
| Environmental license | 1.3.18Transfer license | It is directly sent to the applicant once is granted | Environmental license received | Environmental Protection Agency (EPA) | VA |
| All permits | 1.3.19 Notify the Applicant | Notify the applicant of the final approval | Notification | Assessment Manager | VA |
|  | 1.3.20Applicant proceed with the project | If the project is approved |  | Applicant | VA |

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H.1 Weakness

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

Improvement

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

2 Weakness

-Transfer of quote of cost.

Improvement

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

3 Weakness

-Manual conflict check step.

Improvement

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

4 Weakness

-Redundant manual checks such as initial completeness checks.

Improvement

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

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