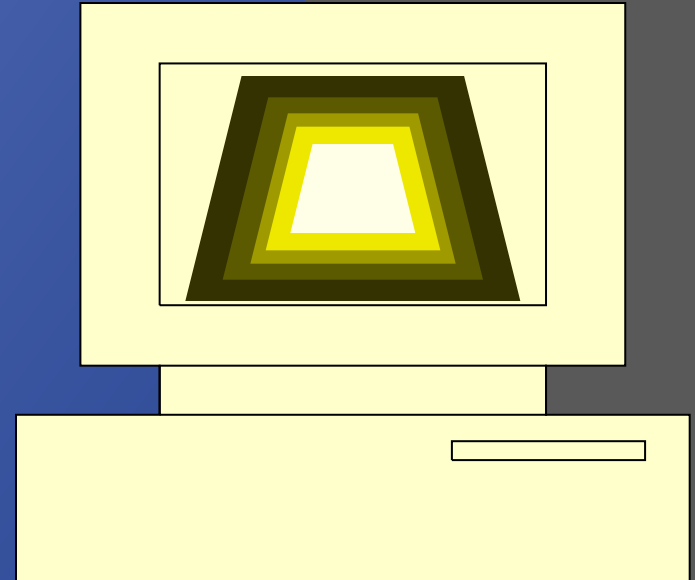


# Arkansas DEQ eGovernance ePortal



EN2014

Letty Hardee  
Arkansas DEQ

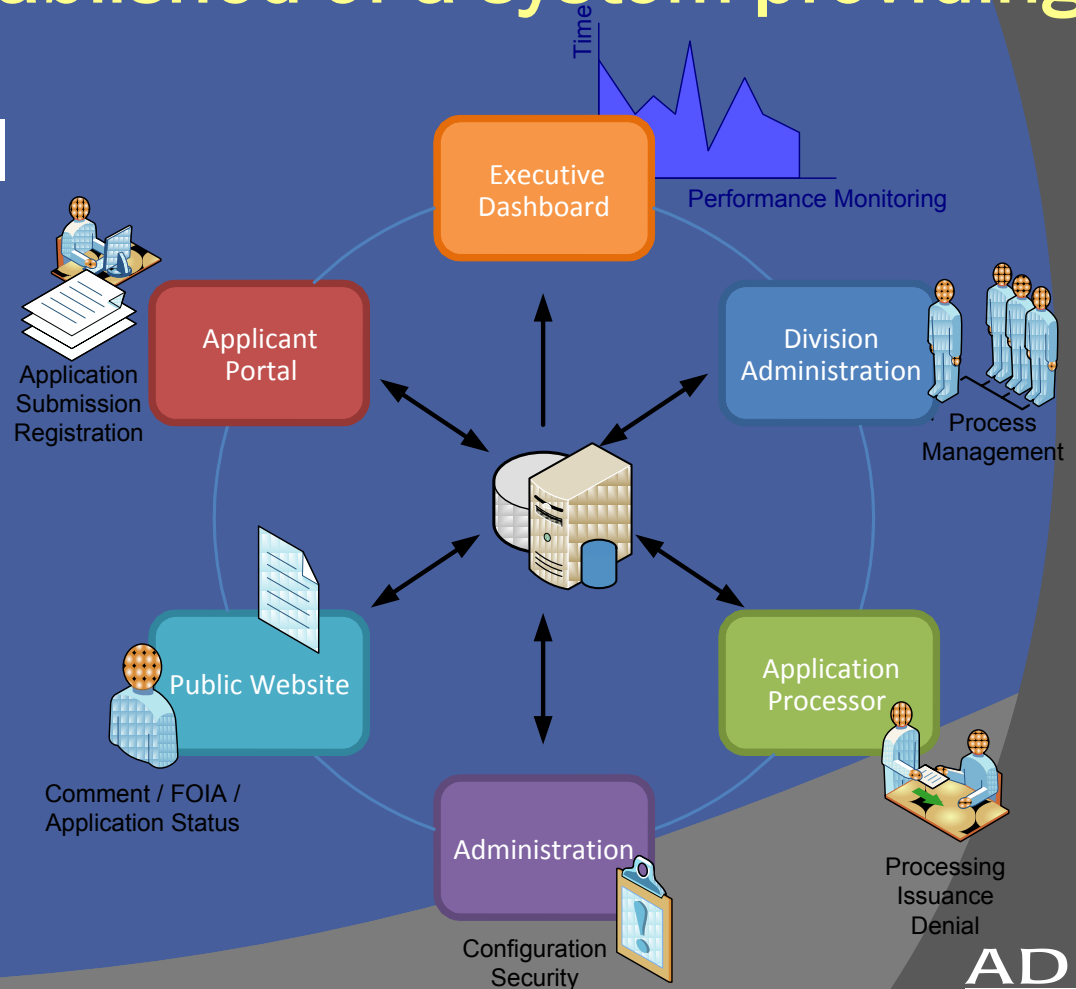
Simon Watson  
Windsor Solutions

**ADEQ**  
A R K A N S A S  
Department of Environmental Quality

# In the beginning - vision

Our vision was established of a system providing:

- Applicant Portal
- Public Website
- Application Processor
- Administration



# In the beginning – objectives

Arkansas DEQ faced several challenges/objectives

- Reduce staff workload related to application data entry
- Streamline the permitting workflow
- Improve data quality
- Enhance data sharing; provide better access to data
- Share knowledge among staff



*continued*

# In the beginning – objectives, cont.

- Simplify the application process for the end user
- Provide consistency in the permitting process
- Make the application process more transparent
- Reduce paperwork



# In the middle - challenges

## Not always an easy ride

- Policy and procedural considerations existed
- Workgroup Task Force
- Forms Designers



*continued*

# In the middle – challenges, *cont.*

- Training
- Testing and Debugging
- Implementation



# In the middle - journey

We followed a logical path to consider our options as we progressed

- Assessment – All Programs
  - Workshops on program business practices
  - Current systems review
  - Needs assessment



*continued*

# In the middle – journey, *cont.*

- Requirements Gathering  
Agency-Wide
  - Gap analysis
  - ePortal Design

*continued*



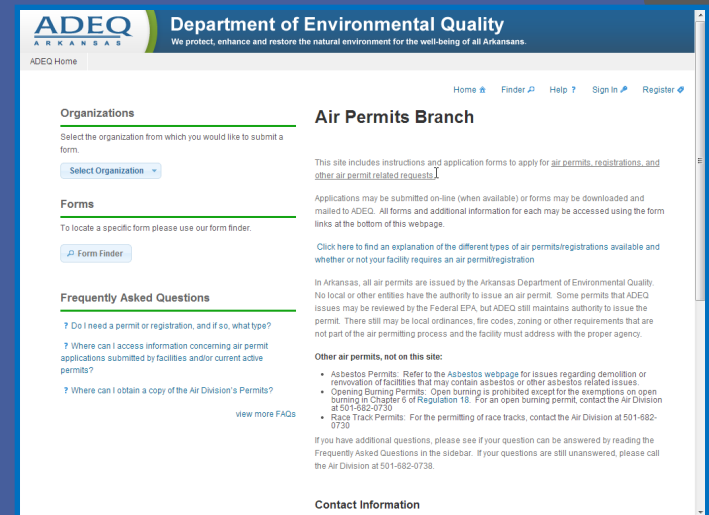
# In the middle – journey, *cont.*

- Base Implementation
- Enhancements
  - Prioritization
  - Design and Implementation

# In the end – SOLUTION

A flexible solution that provides

- consistency
  - transparency
  - improved efficiency
- to both the regulated community and agency.




# Conclusion

So what does Arkansas DEQ end up with?

- Flexibility in form and workflow design
- Consistency for the public and regulated community
- Dashboards so internal staff know what tasks are assigned to them
- Electronic Reporting System






# ePortal Demo



## Department of Environmental Quality


We protect, enhance and restore the natural environment for the well-being of all Arkansans.

ADEQ Home

Home  Finder  Help  Sign In  Register 


### Organizations

Select the organization from which you would like to submit a form.

Select Organization 

### Forms

To locate a specific form please use our form finder.

 Form Finder

### Frequently Asked Questions

[? Do I need a permit or registration, and if so, what type?](#)

[? Where can I access information concerning air permit applications submitted by facilities and/or current active permits?](#)

[? Where can I obtain a copy of the Air Division's Permits?](#)

[view more FAQs](#)

### Air Permits Branch

This site includes instructions and application forms to apply for [air permits, registrations, and other air permit related requests](#).

Applications may be submitted on-line (when available) or forms may be downloaded and mailed to ADEQ. All forms and additional information for each may be accessed using the form links at the bottom of this webpage.

[Click here to find an explanation of the different types of air permits/registrations available and whether or not your facility requires an air permit/registration](#)

In Arkansas, all air permits are issued by the Arkansas Department of Environmental Quality. No local or other entities have the authority to issue an air permit. Some permits that ADEQ issues may be reviewed by the Federal EPA, but ADEQ still maintains authority to issue the permit. There still may be local ordinances, fire codes, zoning or other requirements that are not part of the air permitting process and the facility must address with the proper agency.

**Other air permits, not on this site:**

- Asbestos Permits: Refer to the [Asbestos webpage](#) for issues regarding demolition or renovation of facilities that may contain asbestos or other asbestos related issues.
- Opening Burning Permits: Open burning is prohibited except for the exemptions on open burning in Chapter 6 of Regulation 18. For an open burning permit, contact the Air Division at 501-682-0730
- Race Track Permits: For the permitting of race tracks, contact the Air Division at 501-682-0730

If you have additional questions, please see if your question can be answered by reading the Frequently Asked Questions in the sidebar. If your questions are still unanswered, please call the Air Division at 501-682-0738.

### Contact Information

# Questions?

**Letty Hardee – Arkansas DEQ**

**hardee@adeq.state.ar.us**

**Simon Watson – Windsor Solutions**

**simon\_watson@windsorsolutions.com**