



**Minnesota Pollution
Control Agency**

Minnesota Vision 2014: Launching Business Systems Transformation

Michelle Beeman
Deputy Commissioner

EN2014 - February 26, 2014



Minnesota Pollution Control Agency

Overview

- ❑ What led us to start this?
- ❑ What are we really undertaking?
- ❑ How long until we declare victory?
- ❑ Where we are now?



Minnesota Vision 2014 — Why?

- ❑ Increased scrutiny of spending
- ❑ Perceptions of government inefficiency — *“Why is this so hard to do?”*
- ❑ Expectations for e-Government — *“Get a permit like you order on Amazon.com!”*
- ❑ Questioning value of environmental protection — *“Prove you make a difference!”*



Minnesota Vision 2014 — Why?

- Governor's call for change
 - *Better Government for a Better Minnesota*
 - Innovate, improve efficiency, measure
- Make government work better for people
 - Save money, reduce waste
 - Simplify and make it easier to understand



Minnesota Vision 2014 — Why?

- ❑ Biggest reason: The database system was fast becoming obsolete, unsupported and not useful
- ❑ DELTA designed and built in mid-1990s
- ❑ We needed to upgrade!



Minnesota Vision 2014 — What?

- ❑ Modernize and integrate the system
- ❑ Have customers play larger role in completing transactions
- ❑ Give partners and citizens access to more data
- ❑ Develop better tools to analyze performance, outcomes, fiscal impacts
- ❑ Advance mobile work



Minnesota Vision 2014 — How?

- ❑ Engage staff: continuous improvement projects
- ❑ Gather input: external users of online services
- ❑ Standardize business practices where feasible
- ❑ Move to function-oriented data system
- ❑ Create online services support team



Minnesota Vision 2014 — How?

- ❑ Recognized information management system (DELTA) needed to be modernized
- ❑ Applications for some business areas inadequate or missing
- ❑ In 2011, began plans to purchase and implement new system



Guiding principles

- Standardize business processes by function
 - Permitting
 - Compliance and enforcement
 - Remediation
 - Prevention
 - Watershed management
 - Environmental assessment and monitoring
 - Operations/internal services



Guiding principles

- ❑ Fit business processes to solution: standardize instead of customize
- ❑ Integrate technology into business operations to improve efficiency, effectiveness — less paper
- ❑ Make information easier for public to get
- ❑ Transform!



□ Tool for **E**nvironmental **M**anagement and **P**rotection **O**rganizations

- Commercial, off-the-shelf product
- Currently used by nine other states and some private companies (e.g. 3M)
- Regulatory Services Portal (RSP) to deliver 15 online services
- Creating “roadmap” of future online services and functionality to be developed

TEMPO360

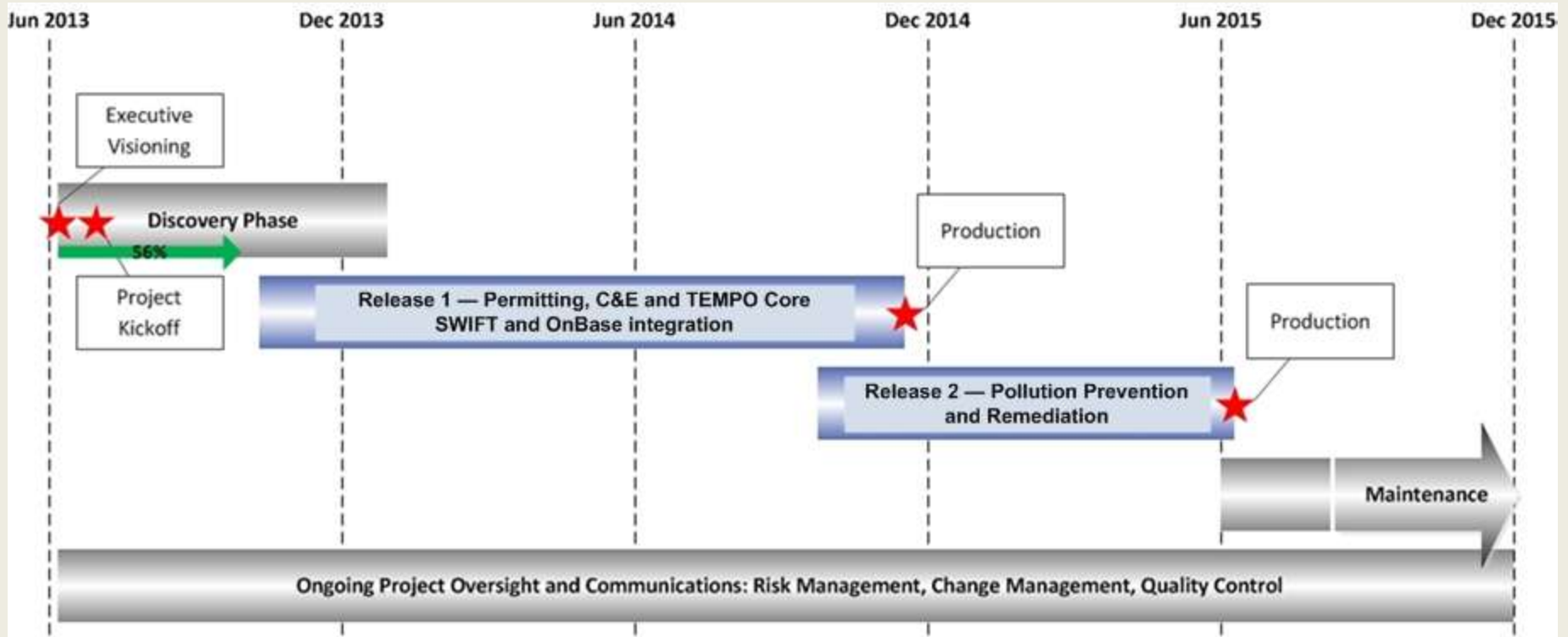
- ❑ More robust database
- ❑ More online services = fewer paper transactions
 - Higher quality data received
 - Less data entry by staff
 - Business processes faster and more efficient
- ❑ Outward facing portal will give users access to more data/records

Other projects — devil's in the details!

- ❑ Data migration team — *so many decisions!*
- ❑ Sub-projects — *protect functionality!*
- ❑ Teams to integrate document management, fiscal systems — *does it work together?*
- ❑ Test and train!



Current schedule



Where are we now?

- ❑ 8 months in: on track, tired but excited
- ❑ Completed “discovery” phase of this project (fit/gap analysis)
- ❑ Jan/Feb 2014: finalizing data migration plans, designing new services and screens
- ❑ Configuring system for Release 1





Transformation

More online services
More data transparency

Minnesota Pollution Control Agency

