

## Wisconsin Department of Natural Resources Portal Project

The Department of Natural Resources is evaluating the development of a Portal. The purpose of the Portal will be to assist businesses and other customers through the complicated permitting processes while recognizing internal efficiencies. The platform will be the next generation of our existing Permit Primer and will keep us in step with what other states are providing.

Long term goals of the project include:

- On-line presence that provides a decision tree for users to walk through
- Connection to the State of Wisconsin One Stop Business Portal (note full interactivity will not occur in the initial development phase)
- Reporting functionality to gather information on customer experience and diagnostics for assessing LEAN opportunities
- Marketing of the new tool
- A plan for measuring and tracking success of tool

Initial steps:

- Conduct an inventory of all internal permitting platforms
- Focus on two sectors that represent complex and/or high volume permitting
- Develop specific flow diagrams to understand what steps are entailed in determining and issuing permitting the activities
- Conduct focus groups to obtain feedback from customers or their representatives
- Evaluate what internal systems have appropriate functionality to support the portal
- Seek proposal from State approved vendor to develop technical aspects