

# Project Startup Report

**Project Name:** Electronic Permitting

**Agency:** North Dakota Highway Patrol

**Business Unit/Program Area:** Motor Carrier

**Project Sponsor:** Carrie Oswald

**Project Manager:** Brenda Bulawa

## Project Description

For the purposes of this project as it relates to senate bill 2308, the goal is to combine all the aspects of North Dakota Highway Patrol (NDHP) permitting into one system and have that system be able to integrate with an enhanced automated routing system.

## Business Needs and Problems

- To assist in better serving the motor carrier industry by providing an automated routing product that would allow for all types of load movements to be permitted using the permitting application 24x7
- Reduce the amount of staff time to support the permitting process

## Key Metrics

| Project Start Date | Project End Date | Original Baseline Budget |
|--------------------|------------------|--------------------------|
| 10/05/2011         | 10/12/2013       | \$2,560,000              |

## Objectives

| Project Objectives   | Measurement Description  |
|--|--|
| To have all permits available online through a web based system  | <ul style="list-style-type: none"> <li>• By the end of the project 90% of all permits will be able to be obtained on-line</li> </ul>   |
| Reduce the current phone wait times because all permits will be able to be obtained on-line                  | <ul style="list-style-type: none"> <li>• 60 days after system implementation average call wait times will be reduced to 30 minutes or less</li> </ul>  |
| Reduce the amount of postage used by NDHP in mailing out permits   | <ul style="list-style-type: none"> <li>• 6 months after the project is implemented the postage cost to mail out permits will reduce by 15%</li> </ul>  |
| To rewrite the PowerBuilder application into a web based system  | <ul style="list-style-type: none"> <li>• After the system has been implemented the resources pool that will be able to operate and maintain the new technology will increase from three individuals to 20+ individuals</li> </ul>  |
| Provide 24 x 7 automated submission for oversize motor carriers  | <ul style="list-style-type: none"> <li>• 50% of oversize permits do not utilize the automated system. Six months after the project is implemented 75% of all permits will be submitted and processed by the online system</li> </ul>   |
| To provide the permitting office with the tools necessary to increase their efficiency in processing permits | <ul style="list-style-type: none"> <li>• Purchase, Configure, and Implement the COTS product</li> <li>• Currently 50% of all oversize automated submissions require a permit specialist review. Six months after the project is implemented specialists will only be reviewing 25% of automated submission</li> <li>• With the automation there will no longer be a need to</li> </ul> |

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|--|--|
|  | continue the contract for 2 Temporary staff members currently required to keep up with the work load |
| To purchase a COTS product that will interact with the current receipt/permit system to verify height, weight and length of the load movement on state and federal roads | <ul style="list-style-type: none"> <li>The NDHP will sign a contract with a vendor</li> </ul>        |

## Cost/Benefit Analysis

The following will be used as budgeting guidelines during the planning phase of the project:

- The total funds available for the project are estimated to be: \$ 2,560,000.
- The initial risk contingency percentage to be used for project planning will be 10%. The actual risk contingency percentage may change during the project planning phase per the identified risks and with the approval of the final budget by the project sponsor.
- The initial management reserve percentage to be used for project planning will be 10%. The actual management reserve percentage may change during the project planning phase and with the approval of the final budget by the project sponsor.

## Key Constraints or Risks

### Constraints:

- This project and associated budget will need to be expended by the end of the 2013 due to the senate bill requirement to pay back the loan by 2015
- Project budget is \$2,560,000
- This project must comply with Large Project Oversight and EA Standard STD009-05
- Cost, schedule, scope, and quality are often in conflict during projects. The sponsor elected to prioritize as follows:
  - Quality
  - Scope
  - Schedule
  - Cost

### Risks:

- Resources committed to the project will be from multiple agencies. Each agency will have their internal priorities and there may be conflicts.
 

*Impact: Medium*

*Response: Mitigate - Resources committed to this project will be redirected from other agency business priorities or consider obtaining contractors to assist. If conflict still continues it would be escalated to the Executive Steering Committee (ESC).*
- DOT may not be collecting all the required data for the new COTS product to properly route oversized motor carriers.
 

*Impact: High*

*Response: Mitigate – Do a detailed analysis of all information.*

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- Funding of Senate Bill 2308 is insufficient

*Impact: High*

*Response: Mitigate – Escalate to the Executive Steering Committee (ESC) for resolution*

- Managing the expectations of the internal and external stakeholders

*Impact: Medium*

*Response: Mitigate – If there is not a viable COTS product an in-house product may need to be built*