

State of Oregon Department of Environmental Quality

Your DEQ Online

Environmental Data Management System Project

Presented to the Joint Legislative Committee on Information Management and Technology

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Needs to Address at DEQ

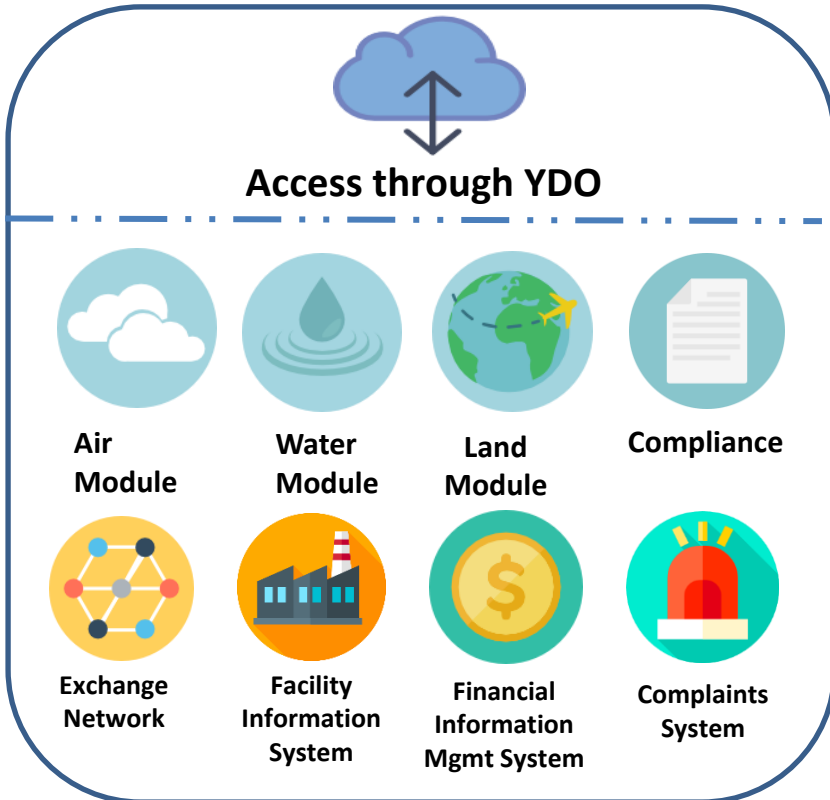
Systems Concerns

- Over 100 siloed legacy systems & spreadsheets
- Many are 10-15 years old and use end-of-life tech
- Public data access often requires a Public Records Request

Inefficiencies

- Air and Water Quality permit backlogs
- Paper-based processes
- No eCommerce
- No mobile interface
- Lack of process standardization

Addressing Needs with Your DEQ Online (YDO)



DEQ's largest modernization effort.

Consolidating **hundreds** of regulated services and **thousands** of processes...

...into **one** vendor-managed cloud system with a secure web interface.

YDO Solution Overview

Optimizing & Modernizing Permit Administration Across DEQ

Cloud-based Web Portal

- Online access for regulated community to apply for permits, licenses, and certs
- Internal portal for DEQ staff to manage and perform permit processing
- Self-service public portal to reduce the need for public records requests

Technology Enhancements

- Workflows to manage cert, permit, and license processes
- Standardized processes
- Centralized data
- Improved transparency
- Online payments via e-Commerce capability
- Mobile-friendly interface

YDO Live System Statistics

Current Programs using YDO: Asbestos, Gasoline Transporter Permit, Greenhouse Gas Reporting, Climate Protection Program Phase 1, Hazardous Waste, Stormwater, Underground Injection Control, 401 Certification

| Cumulative Statistics | Q2 2021 | Q3 2021 | Q4 2021 | Jan 2022 |
|-----------------------|---------|---------|---------|----------|
| Total User Accounts | 114 | 472 | 2095 | 2415 |
| Total Online Payments | 189 | 899 | 2441 | 3220 |
| Total Submittals | 196 | 940 | 4470 | 5670 |

Your DEQ Online Programs in Scope

CURRENTLY LIVE

Air

- Asbestos Program
- Gasoline Transporter Permits
- Greenhouse Gas Reporting for Electricity and Natural Gas Suppliers
- Climate Protection Program, Phase 1

Land

- Hazardous Waste

Water

- Industrial & Construction Stormwater
- Underground Injection Control
- 401 Certification

2022 – 2023 PLANNED LAUNCH

Land

- Environmental Cleanup
- Solid Waste Permits
- Underground Storage Tanks (UST)
- UST & Heating Oil Tank Licensing

Water

- WPCF Onsite Certification
- Wastewater Operator Cert
- Onsite Sewage Disposal Service
- WPCF Onsite Permits
- NPDES & WPCF General Permit
- NPDES & WPCF Individual Permits

Air

- Greenhouse Gas Reporting for Permitted Sources
- Air Contaminant Discharge Permits (ACDP)
- Title V Permit Program
- Area Source Registration
- Emissions Inventory Reporting
- Climate Protection Program Phase 2

Agency-wide Service

- Complaints

Each program's move to YDO includes related data migration, invoicing and enforcement functionality.

Your DEQ Online Governance

Enterprise
Information
Services

Independent
QA Vendor

DAS
Procurement

DAS
Enterprise
Security

Legislative
Fiscal Office

Department
of Justice

Oregon State Oversight Bodies

Project
Steering
Committee

Project Change
Control Board

DEQ IT
Steering
Committee

DEQ Governance Bodies

Executive
Sponsor

Risk
Manager

Business
Owner

Change
Manager

Business Management Office

Project Lead

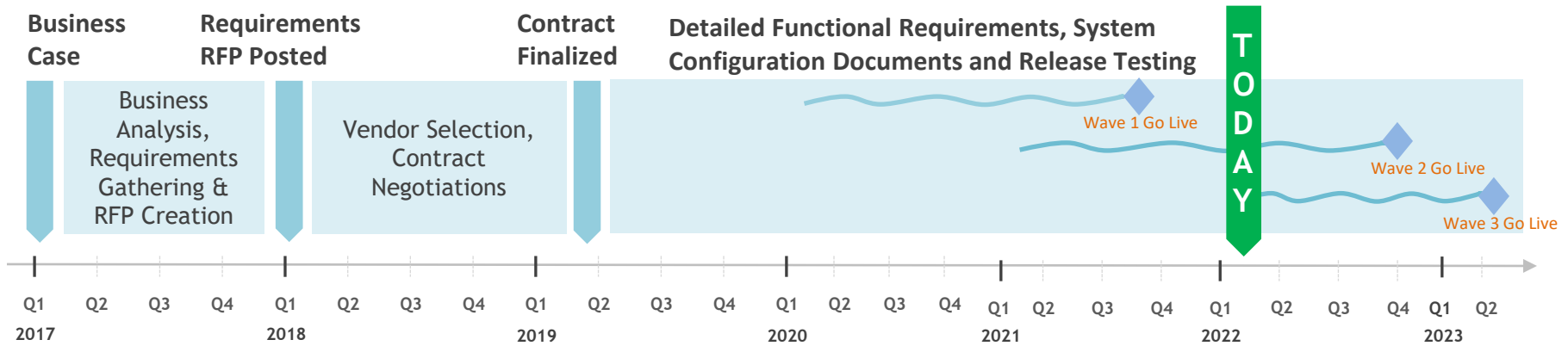
Internal
Testing/QA
Leads

Project
Managers

Technical
Leads

Project Management Team

Your DEQ Online Schedule



YDO Budget

| Projected Budget Variance at Completion | | | Current Budget Variance | | | |
|---|-----------------|------------------------|-------------------------|----------------------|-----------------|------------------|
| Date of Baseline | Baseline Budget | Estimate at Completion | Actual Expenditures | Planned Expenditures | Variance Amount | Variance Percent |
| 06/30/21 | \$18,934,795 | \$18,876,386 | \$12,637,521 | \$12,235,484 | \$402,037 | 3% |

Your DEQ Online Project Risks & Mitigations

| Key Risk | Risk Mitigation |
|---|---|
| System does not reflect all requirements | Evaluating functionality against system requirements and adjusting as needed |
| Configuration release testing inconsistent and incomplete | Strengthened criteria to enter each testing release; applied lessons learned to improve testing |
| Shortage of DEQ staff resources | Strategically shifting DEQ staff as needed; actively filling open positions |
| Data migration is not well planned | Updated data migration plans and schedule in alignment with the releases |
| Wave 1 reports are not complete | Added contractor to assist with report creation |
| Does not follow best practices for schedule management | Adjusted schedule to take into consideration DEQ staff resources, including the availability of subject matter experts; applied lessons learned to revised schedule |



Your DEQ Online Next Steps

Continue to provide improved and transparent services to DEQ stakeholders by implementing the remaining in-scope permit, certification and licensing programs so DEQ can better achieve its mission to be a leader in restoring, maintaining, and enhancing the quality of Oregon's air, land, and water.

YDO Feedback

Regulated community:

"The system interface is great! Very easy to navigate!"

"I really like the system and I think it is very easy to use."

"10/10 on convenience. We are very excited to be able to continue to utilize this new tool."

DEQ stakeholders:

"Yahoo, that is so simple!"

"I am jumping for joy at my desk!"

"Exactly what's needed to get the job done."

"People aren't doing additional work; it is so nice!"

Thank You



State of Oregon

Department of Environmental Quality