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**DAVIS
PRODUCTIVITY
AWARDS**

**PRUDENTIAL PRESENTS THE
2011 DAVIS PRODUCTIVITY AWARDS**

**NOMINATION FORM FOR STATE EMPLOYEE
TEAMS, WORK UNITS AND PARTNERSHIPS**

(FOR AN ACHIEVEMENT OCTOBER 1, 2009 AND
SEPTEMBER 30, 2010 OR SPECIFIED PERIOD)

DEP-51

INFORMATION PERTAINING TO YOUR NOMINEES

Team

NAME OF TEAM, WORK UNIT OR PARTNERSHIP

Central District OCULUS Document Management Center

NAME OF AGENCY/AGENCIES

Florida Department of Environmental Protection

TOTAL NUMBER OF NOMINEES: **10**

NOMINEES' ACHIEVEMENT TITLE

Converting Paper Records to Electronic for Increased Access

NOMINATOR'S INFORMATION (This information is automatically filled in from your registration. Should you need to make changes, please go to Home Page and click on "Change Contact Information.")

Name of Nominator: **Ruth McLemore-Price**

Job Title: **Sr. Management Analyst**

Address: **3319 Maguire Blvd, Suite 232**

Agency: **Environmental Protection**

City: **Orlando**

State: **FL**

Zip: **32803-3767**

Telephone: **407-893-3983**

Fax:

Email: **Ruth.McLemore-Price@dep.state.fl.us**

For nominations involving employees located in multiple cities, please indicate where you would prefer an award to be presented, if applicable. Please select the location closest to the majority of your team, work unit or partnership. **Orlando**

NOMINEES Up to four people are listed below are those designated to receive checks on behalf of the team, should this nomination be awarded cash. Additional team members are listed at the end of the form.

1. Name: **Ms. Ruth McLemore-Price**

Job Title: **Senior Management Analyst**

Agency: **Florida Department of Environmental Protection**

Division or Bureau: **Central District**

Address: **3319 Maguire Blvd, Suite 232**

City: **Orlando** State: **Florida**

County: **Orange** Zip: **32803-3767**

Phone: **407-894-7555**

Email: **Ruth.McLemore-Price@dep.state.fl.us**

2. Name: **Ms. Roxa Wykoff**

Job Title: **Staff Assistant**

Agency: **Florida Department of Environmental Protection**

Division or Bureau: **Central District**

Address: **3319 Maguire Blvd, Suite 232**

City: **Orlando** State: **Florida**

County: **Orange** Zip: **32803-3767**

Phone: **407-894-7555**

Email: **Roxa.Wykoff@dep.state.fl.us**

3. Name: **Ms. Janet Hamilton**

Job Title: **Computer Operator**

Agency: **Florida Department of Environmental Protection**

Division or Bureau: **Central District**

Address: **3319 Maguire Blvd, Suite 232**

City: **Orlando** State: **Florida**

County: **Orange** Zip: **32803-3767**

Phone: **407-894-7555**

Email: **Janet.Hamilton@dep.state.fl.us**

4. Name: **Mrs. Patricia Walker**

Job Title: Records Technician	Agency: Florida Department of Environmental Protection
Division or Bureau: Central District	Address: 3319 Maguire Blvd, Suite 232
City: Orlando State: Florida	County: Orange Zip: 32803-3767
Phone: 407-894-7555	Email: Patricia.C.Walker@dep.state.fl.us

INFORMATION ON THE NOMINEES' ACHIEVEMENT

DATES AND HOURS

1. The beginning date was **January 2010**

The completion date was **August 2010**

2. The total combined number of hours that ALL state employees included in the nomination spent on the achievement between the beginning and completion dates of the achievement was **11700** hours.
3. The total combined number of hours that any consultants or contracted employees spent on the achievement between the beginning and completion dates of the achievement was **60**hours.
4. The percentage of total combined hours spent on the achievement by all state employee nominees that required them to perform above and beyond their job description, day-to-day performance expectations and the performance of peers by using special skills and exerting extra effort, creativity and/or perseverance was approximately **70 %**. **This nomination is for paper to electronic conversion of public records. OCULUS is the electronic document management system used by the Department of Environmental Protection. OCULUS is an on-line program. The Department 's consultant in Tallahassee is ROH. In January 2010, Waste Management Programs were using OCULUS. In March Drinking Water and Underground Injection Control Programs were added. There were learning and teaching issues with OCULUS. Learning a new system is like learning a new language. It took patience and perseverance on the part of all involved to learn how the new system worked and to come together as a team.**

5. WRITTEN SUMMARY OF ACHIEVEMENT

The Central District Document Management Center (DMC) converts paper records to electronic records using OCULUS software. The processes of scanning, quality control and quality assurance ensure that the electronic copy is as close as possible to paper records. The electronic copy in OCULUS as processed through the Document Management Center is approved by The Department of State as the record copy.

The electronic records are available to the public, department staff and other agencies 24 hours per day. People wanting public records can access them from their home or office without having travel to Orlando to look at paper records. Records can be located within 1 minute in OCULUS. Locating a paper based record may take 10 minutes or more.

Between January and August 2010, 25,520 paper documents were converted to electronic documents. It is estimated that there are 313,485 pages of public records available 24 hours per day. We estimate that a file drawer contains 4,500 pages of records. The 313,760 pages would fill 18 standard 4 drawer file cabinets. File cabinet require 7.5 square feet of space. Office space rental is \$21.65 per square feet. Potential rental savings for the reduction of the 18 file cabinets is \$2,992 per year.

For more information, please contact (name) **Ruth McLemore-Price** at (telephone #) **407-893-3983** and (email) **Ruth.McLemore-Price@dep.state.fl.us**. (This person may be contacted with any questions regarding this achievement, before and after an award is assigned.)

6. SPEAKING SUMMARY OF ACHIEVEMENT

This ten person team converted 25,520 paper public records documents to electronic documents between January and August 2101. The electronic copy in OCULUS is copy of record. Eighteen file cabinets are no longer needed.

Public records are available 24 hours per day in OCULUS to anyone with a computer and Internet access. Those using OCULUS can view print or save copies of documents. People no longer have to drive to Orlando to view paper records.

SIGNIFICANCE OF ACHIEVEMENT - Part 1

All achievements nominated for 2011 Prudential - Davis Productivity Awards (except any recognizing hurricane preparation and relief efforts) MUST provide a response to the four (4) items below and embody at least five (5) of the priority characteristics listed under Significance of Achievement - Part 2 (from 5-16), but are not limited to five. **(Please provide responses similar to the samples provided.)**

1. Briefly explain how the nominees' achievement solved a problem, or corrected an efficiency deficit.

People and agency staff all need access to public records. Formerly records were paper based. People outside the office had to drive to Orlando to view records. People inside the office had to locate the program and filing system, then locate the record- this often took 20 minutes per record. OCULUS records can be located in 1 minute which includes the time to log onto the secure server.

In the OCULUS system, a user can view, print or save a copy of any record. The record copy is secure and cannot be altered by a person without security to make changes.

2. My nominees' achievement positively impacted citizens.

Citizens are impacted directly by access to records 24 hours per day from a computer with Internet access. The 25,520 documents processed in 2010 by the Central District Document Management Center and other documents in OCULUS are available all the time.

People do not need to drive to Orlando to view many records. OCULUS records can be located in 1 minute which includes the time to log onto the secure server.

If needed, copies of documents in OCULUS can be downloaded and provided.

Instead of mailing paper copies of permits and letters, Links to documents in OCULUS can be sent by e-mail.

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3. Briefly explain how your nominees' achievement measurably improved service delivery and/or internal operations, relative to the nominee's position and organizational level.

The Central District Document Management Center processes paper documents, converts them to paper documents and provides access to all from the Internet using OCULUS.

The basic processes were provided by Tallahassee based staff. This team has worked to ensure that the quality of the electronic records are equal to the quality of the paper records. The team has worked to reduce processes but not quality where it could do so.

Program staff provide information about documents and prepare them. The Document Management Center staff scan and process the documents using Kofax software. Program staff ensure the documents are available in OCULUS.

4. **NET ADDED VALUE**

- a. The percentage of added value that resulted entirely from the efforts of your nominees is: **75 %**. The percentage that should be attributed to a non-nominees (consultants or another state employees) is: **25**
- b. The actual added value from your nominees' achievement in 2009-10 was \$ **0** ; **AND/OR *** (one of these must be answered)
- c. The estimated added value that resulted from your nominees' achievement in 2009-10 was \$ **4112** .
- d. The above added value accrues to

25 % State Government
25 % Other Level of Government
25 % Specific Citizens
25 % Private Sector

- e. Explain of calculation of the above cost savings, cost avoidance or additional revenue.

Rental/space saving

25,520 documents at an average of 13 pages each is 331,760 pages

331,760 pages will fill 18 file cabinets

Annual rent on space for 18 file cabinets is \$2,993

The average time to locate documents was reduced from 20 minutes to 1 minute. Each of the 25,520 documents is needed approximately 5 times per year, this saves 112 hours. At \$10 per hour, the cost avoidance is \$1119

Estimated added value

rent savings \$2,993

time saving \$1,119

Added value= \$4,112

Cost savings realized by not having to travel to Orlando to view records cannot be estimated. We don't know how many people access records from their homes and offices. Staff time is not invested in locating files because people can and do easily locate files themselves in OCULUS.

SIGNIFICANCE OF ACHIEVEMENT - Part 2

5. My nominees' achievement responds to budget reductions of recent years by improving services, programs, and/or processes that accomplish more with the same or fewer resources.

Electronic filing in OCULUS means less time spent maintaining paper files. Records in OCULUS can be located much faster (1 minute, including time to log onto the secure OCULUS server) than locating paper records.

The public, owners and operators of facilities, environmental consultants and Department staff can access records 24 hours a day using a computer and Internet connection. Staff do not have to leave their desks to locate records. Others do not have to drive to Orlando to view paper files. More than 1 person can access a copy of the same record at the same time.

Less paper means fewer file cabinets and saving the

6. My nominees' achievement can be, and/or has been, adapted and implemented by other State employees or teams in order to

maximize its productive value.

OCULUS is the Electronic Document Management System used by the Department of Environmental Protection. The Division of Waste Management programs use OCULUS in headquarters and in the 6 regulatory district offices. Drinking Water and Underground Injection Control Programs use OCULUS in headquarters and in the 6 regulatory district offices.

The efficiencies of the Central District Document Management Center Team can be adopted by all the Department's Document Management Centers.

7. My nominees' achievement is a "first-in-Florida" accomplishment.

Not Applicable

8. My nominees' achievement is a "first-in-the-nation" or nationally significant accomplishment.

Not Applicable

9. Role and responsibility for technology in nominees' achievement. **(Please check and/or fill in all applicable responses in this section)**

- a. The new technology or technical innovation/application that made the nominated achievement possible was:

developed mostly by a consultant or non-nominated state employee, with some assistance by the nominees

- b. Approximately **25** % of the new process, technical approach, or new software should be attributed to my nominees and approximately **75** % should be attributed to a consultant(s) or a non-nominated state employee(s).

- c. The new process, technical approach, or software required approximately **0** hours to complete.

- d. The new process or technical approach or new software required my nominees to perform **considerably** beyond their job expectations.

- My nominees' achievement was beyond his/her job description, performance expectations, peers' performance and day-to-day routine for a sustained period of time because :

- a. it required overcoming an organizational obstacle

In January 2010, in anticipation that OCULUS was expanding, the Central District Created its Document Management Center. The Department has many paper files. Many of the records have a permanent retention time. The shift from paper records to electronic records was difficult for some people. It was so different from the way records had been maintained since the agency's inception. At first, some were not sure they could trust that the records they needed would be available.

OCULUS is embraced now as time saving, efficient and effective.

- b. it was exceptional for its innovation or creativity

Not Applicable

- c. it was exceptional for the efficiency(ies) it produced

Electronic document management is more efficient than paper documents. Electronic documents in OCULUS require less time to file and locate.

OCULUS provides documents electronically to people 24 hours each day using a computer and Internet connection. The time to locate a document in OCULUS is 1 minute, including the time to log onto the secure OCULUS server. Documents in OCULUS can be viewed, saved and printed.

- d. it was exceptional for the cost savings it produced

The number of documents scanned and processed into OCULUS during January through August 2010 is the equivalent of 18 file cabinets. Annual rent on space for 18 file cabinets is \$2,993.

The average time to locate documents was reduced from 20 minutes to 1 minute.

Cost savings realized by not having to travel to Orlando to view records cannot be estimated. We don't know how many people access records from their homes and offices. Staff time is not invested in locating files because people can and do easily locate files themselves in OCULUS.

e. it was exceptional for the amount of initiative, perseverance and/or extra effort required

In January 2010, OCULUS was used by Waste Management programs at the Department of Environmental Protection. In March 2010, OCULUS was expanded to Drinking Water and Underground Injection Control programs. the team had to learn about the processes of the new programs in order to minimize the disruption of the ongoing and important work. The team had to figure out how each of the documents fit into the OCULUS system of cataloging records. The team had to figure out processes and space requirements for correctly routing all of the paper records.

f. it required working uncompensated hours. 0 ... number of nominees who are exempt from the FLSA

0 ... combined total number of uncompensated hours worked by all exempt nominees from the beginning date until completion of the achievement

0 ... average number of uncompensated hours worked by each exempt nominee

- My nominee's achievement measurably promotes a core value of your agency.

Core values of the Department of Environmental Protection include Less Process... More Protection and Open Government and Public Records Access.

OCULUS provides documents to anyone anywhere electronically using a computer and Internet connection in less than a minute. People do not have to hunt for documents or drive to Orlando to view paper files. Less time spent maintaining paper files or searching for documents lets staff focus on the core responsibility of the Department's regulatory programs- protection of public health and the environment.

More people have access to Department documents using OCULUS which helps promote Open Government.

- My nominees' achievement produced a service that positively impacts the private sector.

Many people and companies who need Department of Environmental Protection records and documents are owners and operators of regulated facilities, environmental consultants or people conducting business with facilities.

OCULUS provides documents to anyone anywhere electronically using a computer and Internet connection in less than a minute. People do not have to hunt for documents or drive to Orlando to view paper files. Documents in OCULUS can be viewed, saved and printed.

The average time to locate documents was reduced from 20 minutes to 1 minute which includes the time to log onto the secure server.

- My nominees' achievement addresses a homeland security issue or disaster preparation and relief efforts

Not Applicable

- My nominee's performance ranked number 1 among 7 teams or work units statewide, in 2009-2010.
- My nominees' achievement is similar to an achievement previously recognized by a Prudential - Davis Productivity Award or recognized by another source.

There are 7 Document Management Centers in the Department of Environmental Protection. We believe that the processes our 10 member team established place for conversion of paper records to electronic records for easier, faster access and reduction of paper filing is superior to the processes established in the other Document Management Systems.

- My nominees' achievement has been, or can be, patented or copyrighted.

Not Applicable

ASSISTANCE WITH ACHIEVEMENT

1. Approximately **25** % of my nominees' achievement should be credited to the work of a consultant or another state employee(s).

If your response is that more than 25% of the achievement resulted from work by your nominees' fellow employees or by a consultant, please provide a brief comment on why your nominee deserves an award.

ROH is the Consulting firm that developed OCULUS and deployed the technology for the Department of Environmental Protection. Staff from ROH serve as consultants to the Department in the implementation of OCULUS.

Support staff from headquarters in Tallahassee share information and ensure that the OCULUS system is functioning properly.

Staff from the Department's headquarters and other regulatory offices participated in the tailoring of OCULUS for each Department program.

2. Approximately **10** % of my nominees' achievement should be credited to additional funding, or to a staffing increase, or to purchase of equipment.

If your response is that more than 25% of the achievement was due to additional funding, staffing, or equipment, please provide a brief comment on why your nominee deserves an award.

Part of the OCULUS implementation for Drinking Water included funding for an OPS (Other Personnel Services) position. This position was established because of the workload for implementation of expanding OCULUS to Drinking Water and Underground Injection Control.

Kofax software is used to process paper documents in the Document Management Center and to insert the documents into OCULUS. OCULUS is the web based software application that lets users anywhere see documents at anytime.

OPTIONAL INFORMATION

OCULUS, the electronic document management system used by the Department of Environmental Protection is an ongoing project. In the Central District, OCULUS implementation includes both the paper to electronic conversion that occurs in the Document Management Center which is the focus of this nomination (DEP-51) and insertion of electronic documents which is the focus of nomination DEP-65.

By the end of 2010, the Department's wastewater programs will be using OCULUS.

OCULUS has many benefits- easy, quick access to documents by those who need or want them is the primary benefit. Files are accessed from anywhere, at any time, using a computer with an Internet connection. Access benefits Department staff, the citizens and visitors, owners and operators of facilities.

Web address to OCULUS for Waste documents
<http://dwmedms.dep.state.fl.us/Oculus/servlet/login>

Web address to OCULUS for Water documents
<http://wrmedms.dep.state.fl.us/Oculus/servlet/login>

NOMINATOR'S ENDORSEMENT

I, Ruth McLemore-Price, hereby recommend the above nominees for a 2010 Prudential - Davis Productivity Award.

IMMEDIATE SUPERVISOR'S CONTACT INFORMATION

Name: Jeff Prather	Job Title: Deputy Director
Address: 3319 Maguire Blvd, Suite 232	Agency: FDEP, Central District
City: Orlando	

	State: Florida	Zip: 32827
Telephone: 407-893-7860	Fax:	
Email: jeff.prather@dep.state.fl.us		

Immediate Supervisor's Comment:

Sample:

As the nominees' supervisor, I have first hand knowledge of this team's content knowledge, professionalism, work ethic and organizational skills. They demonstrate these characteristics in every project they undertake. The achievement for which they deserve recognition will impact the manner in which education programs improve their curricula to help educate thousands of reading teachers.

I'm proud to support the Davis Productivity Award nomination for the Central District OCULUS Document Management Center (DMC). The District's DMC has significantly improved the way we do business. By converting paper documents to electronic records, we are able to provide more optimal customer service, reduce the amount of storage space needed for files, and make better use of time when managing and accessing documents. Previously when a customer requested documents, staff time would be utilized to find, copy, and mail the documents; then file the paper documents again. Because of Oculus and the efficient efforts of our DMC team, customers can access files online without the use of DEP staff time or traveling to the Central District office in Orlando. Further, the DMC is able to convert incoming mail to electronic copies that District staff can then utilize eliminating the need for paper all together.

ADDITIONAL REVIEWERS

ADDITIONAL REVIEWER - ONE

Name:	Job Title:
Address:	Agency:
City:	State: Zip:
Telephone:	Fax:
Email:	

ADDITIONAL REVIEWER - TWO

Name:	Job Title:
Address:	Agency:
City:	State: Zip:
Telephone:	Fax:
Email:	

AGENCY HEAD OR DESIGNEE'S CONTACT INFORMATION

Name: Vivian Garfein	Job Title: Director, Central District
Address: 3319 Maguire Blvd, Suite 232	Agency: Florida Department of Environmental Prot
City: Orlando	State: Florida Zip: 32803-3767
Telephone: 407-893-3339	Fax:
Email: Vivian.Garfein@dep.state.fl.us	

AGENCY AWARDS COORDINATOR CONTACT INFORMATION

Name: Robbie Yarborough	Job Title: Agency Awards Coordinator
Address: 3900 Commonwealth Blvd	Agency: DEP
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Telephone: 850-245-2536	Fax: 850-412-0745
Email: Robbie.Yarborough@dep.state.fl.us	

NOMINEES' CONTACT INFORMATION:

1.	Title: Ms.	First Name: Andrea	Last Name: Aviles
	Job Title: Environmental Specialist	Agency or Organization: Florida Department of Environmental Protection	Division: Central District
	Phone: 407-894-7555	Email: Andrea.Aviles@dep.state.fl.us	Address: 3319 Maguire Blvd, Suite 232
	City: Orlando	State: Florida	Zip: 32803-3767
2.	Title: Ms.	First Name: Elizabeth	Last Name: Williams
	Job Title: Administrative Secretary	Agency or Organization: Florida Department of Environmental Protection	Division: Central District
	Phone: 407-894-7555	Email: Elizabeth.Williams@dep.state.fl.us	Address: 3319 Maguire Blvd, Suite 232
	City: Orlando	State: Florida	Zip: 32803-3767
3.	Title: Mr.	First Name: Jose	Last Name: dePedro
	Job Title: Environmental Specialist	Agency or Organization: Florida Department of Environmental Protection	Division: Central District
	Phone: 407-894-7555	Email: Jose.dePedro@dep.state.fl.us	Address: 3319 Maguire Blvd, Suite 232
	City: Orlando	State: Florida	Zip: 32803-3767
4.	Title: Mrs.	First Name: Lucy	Last Name: Albrecht
	Job Title: Secretary Specialist	Agency or Organization: Florida Department of Environmental Protection	Division: Central District
	Phone: 407-894-7555	Email: Lucy.Albrecht@dep.state.fl.us	Address: 3319 Maguire Blvd, Suite 232
	City: Orlando	State: Florida	Zip: 32803-3767
5.	Title: Ms.	First Name: Marcella	Last Name: DeMoss
	Job Title: Senior Clerk	Agency or Organization: Florida Department of Environmental Protection	Division: Central District
	Phone: 407-894-7555	Email: Marcella.Demoss@dep.state.fl.us	Address: 3319 Maguire Blvd, Suite 232
	City: Orlando	State: Florida	Zip: 32803-3767
6.	Title: Ms.	First Name: Patricia	Last Name: Hilton
	Job Title: Secretary Specialist	Agency or Organization: Florida Department of Environmental Protection	Division: Central District
	Phone: 407-894-7555	Email: Patricia.Hilton@dep.state.fl.us	Address: 3319 Maguire Blvd, Suite 232
	City: Orlando	State: Florida	Zip: 32803-3767