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**STATE OF FLORIDA
ENVIRONMENTAL PROTECTION DEPARTMENT
OCULUS CLIENTS**



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FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

In 1998, ROH competed for and was awarded a contract with the Florida Department of Environmental Protection to develop and integrate a Document Management System. The DMS proposed by ROH was chosen due to its integrated product suite, scalability and cost. Since the initial DMS installation in 1998, the DMS has expanded from the Division of Administrative Services to the Department of Waste Management, Office of General Counsel, Department of Energy, Siting Coordination, and State Lands.

We are currently implementing OCULUS into the six (6) Waste Regulatory Districts across the State of Florida. This will provide a state-wide DMS solution allowing access to all authorized personnel regardless of their geographic location.

Brief descriptions of our Florida OCULUS solutions are as follows:

Division of Administrative Services

The Division of Administrative Services is responsible for the department's personnel, grants, budget, accounting, safety program, procurement, mailroom, printing, and other support services. Administrative Services contains four bureaus: Personnel Services, Finance and Accounting, Budget & Planning, and General Services.

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Bureau of Finance and Accounting

Voucher Section

The first installation in the Department of Environmental Protection was the Finance and Accounting (F&A) division. The F&A division create vouchers in their SAMAS (State Automated Management Accounting System) mainframe application. The vouchers are then printed, copied, mailed to the appropriate vendors and filed. Any time the voucher needed to be reviewed; it was retrieved from the filing room, reviewed and then re-filed. The comptroller often needed photocopies of the vouchers that were to be reviewed. These copies are often filed in the comptrollers filing room. During auditing, each of the vouchers had to be retrieved from the F&A and comptrollers filing rooms, boxed and sent to the auditors. Many documents were lost, damaged or misfiled. This process was very labor intensive and often required several days to retrieve the vouchers needed. The goal of the DMS application was to expedite and simplify the retrieval and filing of the voucher documents as well as making them available to the other departments as they were needed.

The system has been expanded to the regional comptrollers and auditors office. Voucher retrieval has been reduced from several days to mere seconds and eliminates lost or misfiled documents.

Property Section

One of the early system expansions to this system was the ability to store and retrieve property requisition and property transfer forms. This allows property agents access to these documents throughout the agency no matter what location or building they are working out of.

General Services Section

Contracts Division

The first indication of the overall scalability of the system came with the expansion of the Finance and Accounting system to support the Contracts Division.

This Division must frequently disassemble large documents in order to copy or fax smaller sections. Due to the volume of requests, this responsibility required significant resources. ROH expanded the existing Finance & Accounting system to allow the Contracts Division to scan, retrieve, modify, annotate, print, or fax any portion of their contract documents without having to physically retrieve or re-file the originals. Contract review time can now be measured in hours rather than days.

Purchasing Division

The F&A System was further expanded to meet the requirements of the Purchasing Division. The DEP Purchasing Division creates, prints, and files approximately 25,000 purchase orders each year including supporting documentation, bids, and requisitions. ROH provided a document capture solution that automatically captures and indexes purchase orders as they are created, and inserts them into the document management system for storage and retrieval as they are created in a Legacy Mainframe application. The solution minimizes manual indexing of the documents by automatically linking any type of purchasing documents together based on their purchase order number.

Bureau of Personnel

The Bureau of Personnel was able to utilize the existing OCULUS system implemented by the Bureau of Finance and Accounting by adding additional document types being generated by the bureau. Personnel is responsible for archiving employee records that span many decades including tax forms, performance reviews, accrued leave statements, and other documents. The source quality of these records varies from laser-printed to tattered, handwritten documents. The division needed a way to securely store and repeatedly access records while preserving the quality and security of the originals. ROH deployed a high quality scanning solution that allows the division to scan employee records without damage, and then access the entire library of records on-line subject to secure user and group permissions.

The DMS solution provided the bureau the ability to quickly review the entire contents of an employee record or to retrieve specific documents contained in

the employee record, while adhering to a stringent set of security requirements due to the confidential nature of the records.

Division of Waste Management

The Division of Waste Management implements state and federal laws relating to recycling, pollution prevention and solid and hazardous waste management. The Division also regulates and registers aboveground and underground pollutant storage systems. The Division works closely with the District Waste Management Programs to implement permitting, compliance and enforcement activities.

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The OCULUS system has been supporting compliance, enforcement, guidance, notification, permitting and reports documents across the various Bureaus within the Division of Waste Management since 1999. The Division has three bureaus, Petroleum Storage Systems, Solid and Hazardous Waste, and Waste Cleanup.

Bureau of Petroleum Storage Systems (BPSS)

BPSS administers the state's aboveground and underground pollutant storage tank regulation program and the petroleum cleanup program. This produces more than 2 million pages of documents each year as it tracks and monitors petroleum storage, spills, and cleanup. These documents must be retained indefinitely and must be readily available to the public. The Bureau had an electronic document management system in place that was slow, offered only limited access to the documents, and could not be scaled to support general public access. The existing system contained severe data integrity issues including broken database links, orphaned images and missing metadata. ROH converted more than 12 million images (830,000 records) from the former system to a faster, more reliable, and more flexible system that provides public access to the documents via the Internet and that supports future system expansion.

"ROH replaced our outdated document management system with a much faster, more reliable, and flexible system. We have a much happier user community," declared Abby Dunn, of Petroleum Storage Systems.

The system was opened up to allow public access to the system providing them the capability to view the documents in the BPSS system. This significantly relieved the BPSS staff of the burden of public access requests but also brought them inline with the Florida Sunshine Law.

This BPSS system was migrated to the Division of Waste Management OCULUS server and rolled out to the districts in 2005. The district rollout included business process documentation and re-engineering to utilize front end processing through the use of workflow as well as the establishment of the

document management centers at each district. This rollout marked the beginning of an enterprise DMS for DEP.

Bureau of Solid and Hazardous Waste (BSHW)

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ROH provided an Enterprise DMS solution for the Division of Waste Management that employs electronic document management and automated workflow technology to compliment their existing systems.

Since the Division of Waste Management processes a diverse group of documents relating to statewide cleanup operations including permits, notification letters, remedial work plans, groundwater monitoring reviews, technical assistance documents, and site closure documents. A historical problem had been how to best capture, file, and organize the documents to meet public access requirements. ROH worked with the division to develop a nested storage and indexing schema that, together with a high-speed scanning solution, gives the division the ability to process and host all their documents in a user-friendly Intranet site accessible by statewide Florida agencies.

Hazardous Waste Regulation

This section is responsible for the management of the statewide Hazardous Waste program which includes interaction with USEPA, district offices and other department programs pertaining to Hazardous Waste compliance, enforcement and permitting. Originally the Hazardous Waste program maintained their own OCULUS system and associated document repositories. This past year we migrated their document image files and all indexing metadata into an integrated Division of Waste Management OCULUS system shared with the Bureau of Petroleum Storage Tanks and with the Solid Waste Management Program.

Solid Waste Management

This section is responsible for implementing Florida's Solid Waste Program which includes coordination with the district offices pertaining to permitting, compliance and enforcement activities. Their overall business processes closely followed that of the Bureau of Petroleum Storage and was the natural enterprise-level extension of the DWM system. Since this bureau has never before imaged their documents nor have they ever had any type of document management system in the past OCULUS was

Compliance Certification Project (CCP)

The CCP was a pilot project designed to improve the environmental compliance of regulated facilities. The initial CCP is focused on the certification of compliance of certain automotive repair shops with waste management

regulations. This pilot program allowed auto-repair shops throughout the State to complete online web forms about their compliance with hazardous waste disposal procedures or submitting a paper-based work booklet with their compliance information that would be scanned when returned to DEP

Web based submissions would pass through a process to extract compliance information and update an Oracle 'Compliance' database and then save a copy of the actual web-forms completed by the consumer into OCULUS as legal record of their web interview. Paper workbook submissions were scanned, run through data mining process to extract compliance information and then the scanned booklets would be placed within OCULUS as a legal record of their submission.

The RCRA responsibilities to manage the other 'Hazardous Waste Management' electronic document-sets are best seen as enterprise extensions of the document management solutions implemented for Storage Tanks

Bureau of Waste Cleanup (BWC)

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BWC is responsible for all activities relating to the cleanup of sites, including Brownfields, contaminated by hazardous wastes or other pollutants such as drycleaning solvents and for conducting investigations of ground water contamination. Due to the success of the OCULUS solution within the Division of Waste Management ROH was requested to design and implement a solution for two discrete sections within the Bureau of Waste Cleanup; the Dry Cleaning Solvent Cleanup Program and the Site Investigation Section.

Dry Cleaning

The Florida Legislature has established a state-funded program to cleanup properties that are contaminated as a result of the operations of a dry cleaning facility or wholesale supply facility (Chapter 376, Florida Statutes). The statute was sponsored by the dry cleaning industry to address environmental, economic, and liability issues resulting from dry cleaning solvent contamination.

Due to the increased paperwork and public requests generated by Chapter 376, the Dry Cleaning section requested ROH provide and OCULUS solution capable of storing historic and future documents that could easily be made available to the public via the internet. The implemented solution not only provided a secure public access point but also transitioned into re-defined business processes by providing electronic document workflow

Site Investigation Section (SIS)

The Site Investigation Section (SIS) conducts environmental assessments throughout the State of Florida. The results of SIS's environmental assessments are published in regular technical report series releases. SIS identified the need to provide these reports electronically to improve efficiencies and response

times. OCULUS was selected due to its web based architecture that will allow secure public access to the published reports. PDF documents are created from the reports and stored in OCULUS.

Office of General Counsel

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The Office of General Counsel (OGC) provides legal counsel and representation in the department's administration of its regulatory and permitting programs for air, water and waste management. It also represents the State's lands acquisition and management programs, the greenways and trails program, the coastal and aquatic managed areas office and Florida's park system. OGC is counsel to the department's energy, geology and coastal zone management programs.

Enforcement

OGC has been litigating the Coastal Petroleum case for over 20 years. This ongoing case has resulted in 1000's of documents.

OGC is/was using Lotus Notes to track the Coastal Petroleum Case documents. OGC wanted the ability to continue using Lotus Notes in which they were comfortable, but also wanted to be able to view the documents. ROH utilized the inherent integration capabilities to develop a link from the OCULUS profile to the Lotus Notes application to preview the document(s) pertaining to a particular record.

The system was later expanded to support the FEDS (Formal Enforcement Document System) documents. The FEDS expansion included integration with existing Oracle forms in the same manner as the Coastal Petroleum integration.

Florida Energy Office

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Siting Coordination Office

The Siting Coordination Office (SCO) is responsible for coordinating interagency review and certification of Power Plants, Electrical and Natural Gas Transmission Lines, and Multipurpose Hazardous Waste Facilities. Currently the SCO maintains an extensive archive of case-file material off-site in warehouse facilities as well as Application and supporting case files for active-cases in the central SCO file-room. ROH has expanded the OCULUS system to accommodate their requirements based on assessing their overall document management needs and the development of a custom Indexing taxonomy that will allow efficient control and retrieval of their defined document sets.

Division of State Lands

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The Division of State Lands acquires and manages lands as directed by the Board of Trustees of the Internal Improvement Trust Fund. The Division provides oversight for approximately 11 million acres of public lands, including islands and 700 freshwater springs. The Division also provides upland leases for state parks, forests, wildlife management areas, historic sites, educational facilities, vegetable farming, and mineral, oil and gas exploration

Bureau of Survey and Mapping

The Bureau of Survey & Mapping is responsible for the determination of land and water boundaries, and for land title of property vested in the Board of Trustees of the Internal Improvement Trust Fund. Performs survey and mapping services, reviews the acquisition and sale of state lands, provides survey and geographic data for the Land Boundary Information System (LABINS) and the US Geological Survey (USGS) Mapping Program.

ROH provided State Lands the capability of converting large scale TIFF documents into a searchable PDF format to allow free text searching of their engineering drawings. ROH recommended the combination of OCULUS, Kofax Ascent Capture OCR/PDF module as a solution.

On occasion the State Lands Division must appear in court and attend to litigation concerning property ownership rights. ROH developed a replication utility that allows the division to specify a subset of documents stored in the OCULUS system and "port" the documents to a standalone OCULUS laptop. So, instead of transporting thousands of paper documents to court the State Lands Division now transports the laptop. Not only has this saved the time and effort of searching through boxes of documents they are able to access the appropriate information easily and efficiently.

This system has recently been expanded to integrate with the FSU supported ArcIMS system. This integration provides a dynamic link into the geographic properties associated to certain document types. A user simply clicks on the ArcIMS interface to gain access to all documents associated with that particular Township, Range, and Section. OCULUS users also have the option to view the geographic location of documents by simply selecting the appropriate property value. Once the value is selected the ArcIMS application will open and display the corresponding geography associated to the document, engineering drawing, photograph, etc. This is just one more level of the scalability and enterprise capability of OCULUS. This integration has far reaching possibilities when looked at from a DEP perspective.

FLORIDA STATEWIDE IMPLEMENTATION

The first step towards an enterprise document management system was taken in 2003 when the Division of Waste Management retained HP to perform a Feasibility Study and Cost Justification for deploying an enterprise document management system. The study clearly indicated significant cost savings and business process improvement through the implementation of an enterprise document management system. The study further outlined key steps that should be completed to realize the savings indicated including the utilization of front end processing through the use of workflow, site licensing for the document management product to provide access for the Air, Water and Waste divisions, and implementation rollout to include the district offices.

The District rollout for Petroleum Storage Systems was completed in 2005. This included procuring adequate hardware to support all three divisions, implementation of document management centers in each district, business process review, workflow implementation and training at each district.

Following the success of the BPSS district implementation, the next step towards an enterprise implementation was the conversion and rollout of the Hazardous Waste Division. This phase began the development of enterprise taxonomy through the implementation of a Minimum Indexing document. The Minimum Indexing document outlined the taxonomy requirements for each of the regulatory agencies. This taxonomy was developed with the participation of all of the Division of Waste regulatory groups including Hazardous Waste, Waste Cleanup, Solid Waste and BPSS. The document also includes a data dictionary identifying accepted terminology and naming conventions.

Along with the development of Minimum Indexing document, a Standard Operating Procedures manual was developed. This document outlines the steps and procedures for storing documents in the document management system. This document was developed with the participation of the regulatory groups as well as representatives from other State agencies to help ensure State regulations, procedures and policies were identified and documented correctly.

It is understood that both the Minimum Indexing and SOP manual are living, breathing documents. The Taxonomy developed provides consistency across the various Bureaus while still providing the flexibility required.

The Hazardous Waste conversion and rollout was completed in June 2006 which was followed by Solid Waste in March of 2007. Waste Cleanup is scheduled to begin in July of 2007.

NOTABLE OCULUS CLIENTS

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