


FILNET CASE STUDY

Dept of Consumer & Regulatory Affairs for the District of Columbia

Permit Wizard Kiosk

CLIENT	 District of Columbia Department of Consumer & Regulatory Affairs for the District of Columbia
PROJECT	Permit Wizard Kiosk
WEBSITE	http://www.dkra.dc.gov
TECHNOLOGY	XHTML, CSS, ASP, Perl
DURATION	01.2005 – 03.2006



Government of the
District of Columbia

eGovernment Leader
 Model for the Very Best of American Cities

Overview

The Department of Consumer and Regulatory Affairs (DCRA) for the District of Columbia administers various consumer and business related functions. The agency is responsible for resident and business inspections, permits and licenses. The organization also oversees business registrations. In an ongoing effort to bring several city business transactions online, DCRA implemented the Permit Wizard, a user-

friendly computer program that makes home renovation/construction paperwork a snap for thousands of DC homeowners. The Permit Wizard is available at kiosk throughout the DCRA Homeowner Centers. Filnet was brought on to build the technology to meet the requirements and goals of DCRA.

Challenge

The District of Columbia operates in a Microsoft Windows environment government-wide. Additionally, DCRA's internal database was powered by Oracle software. DCRA needed a new online system to allow District Homeowners to obtain permit information and the correct forms for construction permits. The system needed to work from a touch-screen appliance and produce pre-populated permit forms based on user input and data from various DC data sources. Finally, the Permit Wizard station needed to be available at kiosks/terminals throughout DCRA Homeowner Centers.

Solution

Filnet's team for the permit wizard project consisted of applications and web developers. At the beginning of the project, Filnet reviewed and analyzed DCRA's business processes. Based on those analyses, Filnet recommended the most appropriate solution. Filnet then set-out to build a web interface and the application that enables users to complete important forms/applications electronically.

Due to the District's Microsoft technology environment, Filnet build a solution blending the technologies of Active Server Pages (ASP), Oracle, HTML, CSS, JavaScript and Perl. ASP works well with a variety of technologies such ActiveX components, HTML and scripts to build dynamic business applications such as the permit wizard project. Since ASP is built into Microsoft web servers, updates are automatic. In addition to ASP technology, Filnet used industry best practices for the web to develop the user interface required to make Permit Wizard application accessible to non-technical users.

The Permit Wizard Kiosk can connect DC homeowners to data from multiple sources (i.e., property, historic, property hole, zoning and fine arts). Additionally, data can be pulled from various databases such as MS-SQL and ORACLE sources.

Filnet's solution for the Permit Wizard application is hosted on the DCRA infrastructure running on Windows 2000 Server, IIS and Oracle. The kiosks or terminals are for public use at the Homeowners' Centers. The actual kiosks station use computers with Windows 2000 Pro or XP Pro operating systems. The terminals also provide convenient Touch screen functionality. All kiosks are equipped with printers.

Results

The Permit Wizard Kiosk for DCRA was a success. Filnet completed the project on time and on budget within a matter of weeks. Using the Permit Wizard application developed by Filnet, District homeowners simply provide their contact or home information at any DCRA Permit Wizard Kiosk. Permit Wizard stations walk DC homeowners, who are seeking construction/building permits for home improvement

projects, through a series of questions. Then, the kiosk prints their filing instructions and forms as needed. The attractive one touch screen of the Permit Wizard kiosk has provided easy access for thousands of DC homeowners to essential forms/applications needed to realize their visions of home improvement. The Permit Wizard kiosks have also made work a little easier for DCRA's Homeowners Center staff. After all, it is homeowner center employees who are responsible for giving guidance to homeowners during the sometimes stressful process of home construction and renovation.