



# Citizen Services Solution for Government Permit Management from OpenText

With hundreds of permit requests each year, government reviewers must make timely, informed decisions amidst complex regulations and growing workloads. In many cases, the information comes from disparate sources and then requires collaboration with experts inside or outside the agency in order to make effective, consistent decisions and manage risk to the public.

The OpenText Citizen Services solution for permit management helps regulating agencies accelerate approvals and mitigate risks. The solution allows citizens to submit requests and documentation digitally and offers civil servants and outside experts easy access to the information they need to make decisions. Meeting audit and record-keeping requirements, the solution also helps manage compliance.

## Convenient online portal

With the OpenText solution for permit management, citizens or companies can apply for authorizations/permits through an online portal. The solution validates forms and data uploads, while ensuring all necessary information is provided. Input screens can be adapted based on authorization type or the information entered on previous screens, making the process easier for applicants. Applicants can also fill out a single application for multiple authorizations/permits. Once submitted, the application is routed to the appropriate review queue and applicants can track the status of their request via the online portal.

## BENEFITS

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- *Faster turnaround times*
- *Fewer resources required to process authorizations/permits*
- *Effective risk management with resources deployed based on risk profiles*
- *More efficient staffing and planning*
- *Improved compliance and governance*
- *Increased citizen satisfaction through efficiency and transparency*

## Streamline approvals

Requests become cases within the OpenText solution and are assigned to a specific reviewer. The reviewer's case folder then provides quick access to all of the required or recommended tasks and relevant information, no matter what format it is in or where it resides.

The solution can bring together additional relevant documents or data sets from enterprise systems, content repositories and third-party sources to complement the information the applicant provides. The information is presented in context along with the tasks they must complete so that the reviewer can collaborate with experts or assign tasks to fully evaluate the request. Each reviewer or expert has a consistent view of the information and communications are accessible in one place.

## Manage risks

The OpenText solution includes a rules engine that can categorize permit requests based on their risk profiles and triage them into different review processes. Agencies can even automate low-risk approvals so reviewers can focus on applications that have a greater impact on the agency's mission.

If a reviewer needs additional information from the applicant, they can send emails from within the system and track the applicant's responses. Once a final decision is made, the system automatically generates associated licenses or documents and sends an email to the applicant, applying any records management policies required for the agency.

## Give management a better view

The OpenText solution includes monitoring dashboards so that management can stay on top of turnaround times, backlogs and other operational metrics. They can quickly see and manage exceptions and gain the insights they need for staffing and process improvement.

## Improve transparency

The OpenText Citizen Services solution for permit management can provide public access to authorizations or permits as required or permitted by law. Citizens can access information through an easy-to-use web portal or mobile app.

## Achieve compliance

Behind the scenes, the OpenText solution integrates with your Enterprise Content Management systems to consistently manage content through its lifecycle, making compliance with audit trails, records management and traceability into decisions and business processes requirements much easier.

OpenText Citizen Services solution for permit management provides agencies with the opportunity to standardize processes, more effectively manage risk and improve transparency to citizens.

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