

Kansas Department of Transportation

State transportation agency deploys Adobe® Intelligent Document Platform to streamline operations and enhance constituent services

Building a 21st century infrastructure

The Kansas Department of Transportation (KDOT) oversees the state's network of roads and bridges. More than 3,000 employees are involved in maintaining the transportation system, collecting and evaluating data, scoping projects, overseeing design, and many other essential tasks. To automate its critical processes, KDOT deployed the Adobe Intelligent Document Platform as part of an enterprise Records and Workflow Management System, improving employee productivity and responding faster to businesses, private citizens, and other government agencies.

KDOT was honored by The Workflow Management Coalition (WfMC) and the Workflow and Re-engineering International Association (WARIA) with the Global Excellence Award for Innovation and Excellence in Business Process Management (BPM) and workflow implementations. This award recognizes organizations that have demonstrated success in implementing innovative solutions to meet strategic business objectives.

To achieve its goals, KDOT embarked on a project to architect and implement an enterprise-wide Records and Workflow Management (RWM) solution. The RWM system had to provide a common and integrated framework for automating and managing workflows and reducing costs associated with converting and managing paper. Security and reliability concerns also had to be addressed. KDOT's information assets had to be protected while access to critical resources was expanded to authorized users.

Streamlining processes inside and out

Responding to constituent requests requires that staff route, review, and approve hundreds of pages of project information. Constituent documents include permit applications, drawings of proposed designs, and project schedules. Previously, KDOT handled these materials on paper, often needing weeks to process requests.

At the same time, the many construction projects managed by the agency require extensive collaboration among staff and with outside partners. For example, before roadwork can begin, staff must review thousands of documents outlining project details, designs, expenses, and public input. To accomplish this, KDOT had to integrate a variety of information systems and business processes with a solution that could interact with a document management system, computer-aided design (CAD) software, Microsoft tools, digital signature applications, e-mail, and electronic forms.

Refocusing staff time

Forms are vital to KDOT's operations. From submitting expense reports to requesting printing and reproduction services, KDOT staff complete, approve, and process hundreds of forms monthly. For KDOT, the challenge was replacing manual, paper-based workflows with efficient electronic document processing, so staff could devote more time to higher value-added activities.

Given the internal and external demands facing the agency, KDOT wanted to develop a fully integrated RWM that would enhance services, facilitate information sharing among staff, and streamline agency operations. To implement the solution, the agency leveraged the power and flexibility of the Adobe Intelligent Document Platform.

The processes of issuing Highway Access Permits and approving Project Authorizations highlight how the RWM and Adobe solutions are helping the agency expedite public projects. To speed processing of applications for Highway Access Permits (for building

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INDUSTRY

Government

CHALLENGES

- Implement an integrated, enterprise-wide Records and Workflow Management System
- Enhance services to businesses and private citizens
- Streamline collaboration inside and outside the agency

SOLUTION

- Process Management
 - Forms Automation and Management
 - Project Authorization Process
- KDOT uses Adobe solutions as part of an automated, enterprise-wide Records and Workflow Management system to improve agency operations and enhance citizen services.

RESULTS

- Accelerated report processing by as much as 99%
- Saved hundreds of thousands of dollars alone in paper processing costs
- Enhanced constituent services

AWARDS

KDOT is a recipient of the Global Excellence Award for Innovation and Excellence in Business Process Management



Using Adobe solutions, KDOT staff complete forms online and electronically route materials for review. The resulting documents, such as highway permits, are generated in Adobe PDF and archived in the agency's document management system. Previous paper-based processes that took days to complete can now be done in minutes.

"Adobe solutions integrate with our core systems to streamline our operations, reduce administrative overhead, and enable a paperless environment."

Cindy Wade,
Infrastructure solutions manager,
Kansas Department of Transportation

SYSTEMS AT A GLANCE

- Adobe Form Client
- Adobe Workflow Server
- FileNet Content Services
- FileNet Panagon Web Services
- IBM® DB2
- IBM DB2 Connect
- Microsoft® Office 97/2000/XP
- Microsoft SQL Server 2000
- Oracle Database
- Silanis Approvot

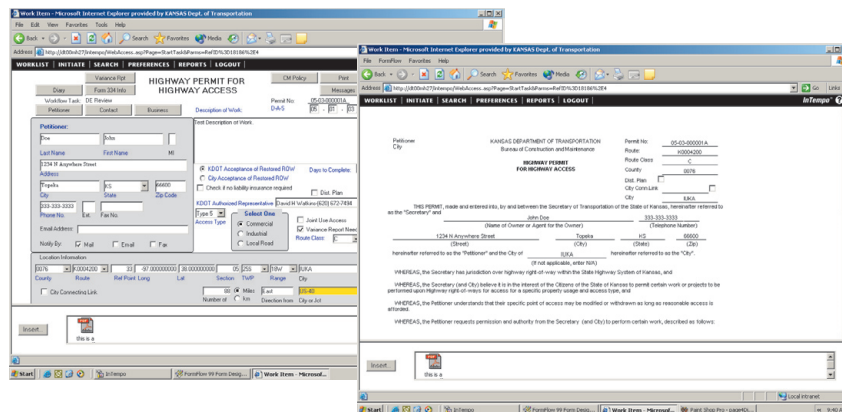
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driveways and parking lots), KDOT staff complete forms online, attach related documents and plans, and then electronically route materials for review. Upon approval, Highway Access Permits in Adobe Portable Document Format (PDF) are archived in the agency's document management system. Eventually, KDOT plans to extend the Adobe solutions to enable citizens to submit applications over the web.

Eliminating roadblocks and inefficiencies

KDOT converted 24 manual, paper-based administrative workflows to fully electronic processes. Now, employees can use the agency intranet to complete leadership evaluations, procurement requests, and other business forms online. Once completed, the forms are automatically routed—based on an XML-driven rules process—to managers for review and electronic sign-off.

For example, each year KDOT generates more than 3,000 construction project authorizations. To eliminate routing paper, KDOT used Adobe solutions to develop an eight-page online form that provides KDOT staff with a graphical interface for entering project information that is automatically integrated into back-end systems. The Adobe solutions workflow then creates an authorization and a schedule for routing the form to managers for digital sign-off. Approved documents are saved instantly to the document management system, and staff is alerted by e-mail that project documents are available.

On the road to success

KDOT is realizing impressive benefits from its RWM and use of Adobe solutions. Staff can now efficiently handle administrative tasks and better manage project information. For example, reports that previously took days to process can now be done in minutes. Processing access permit requests, a process that could take two months on paper, can now be completed in three weeks. Printing of purchase orders, which used to take up to 24 hours because they were only printed once a day, can now be printed on demand. Equally important is the speed and ease with which employees can find and review information. KDOT estimates that each of its 3,000 employees saves between 15 and 24 minutes per day, resulting in soft-cost savings of \$4.4 million annually.

For KDOT, the efficiencies are evident agency-wide. By automating forms processes, the agency has eliminated the wasted time and data errors that occurred as employees keyed data from paper forms into back-end systems. In addition, electronic forms are easier to process than paper forms because the agency doesn't have to deal with illegible hand-writing. KDOT can also build controls into the forms to help ensure that information is entered into the proper fields and validated as needed.

Overall, the RWM has had a dramatic impact on the time and money the agency previously devoted to managing documents on paper. Already, more than 60,000 documents have been added to the system, eliminating the need to print, copy, distribute and file materials. The estimated cost savings for this alone total more than \$335,000.

Concludes Cindy Wade, infrastructure solutions manager at KDOT, "Adobe solutions integrate with our core systems to streamline our operations, reduce administrative overhead, and enable a paperless environment. As a result, we have a reliable approach for capturing and processing data and generating final-form materials for staff and citizens."

