


BNF to be completed by the business. To be updated by Enterprise Architecture in subsequent documents

1) Project Information from Business Owner			
<i>Project Name</i>	LEAP – Licensing Search Pages		
<i>Office & Unit</i>	OES	<i>Proposed by</i>	Patrick Doyle/Ray Cullinane
<i>Business Owner</i>	Patrick Doyle/Ray Cullinane	<i>Project Sponsor</i>	Marie O'Connor

2) Project Scope			
<i>Project Description</i>	<p>With the implementation of the LEAP online system, there will be a lack of a consistency between the enforcement and licensing public interface.</p> <p>The proposed solution involves the integration of licence application documentation with Enforcement via the newly developed Online LEAP Portal. This will deliver better retrieval capability for all stakeholders and satisfy the objectives of Common View.</p> <p>The project will adopt functionality of the existing LEAP system to allow public and internal users carry out user-defined (e.g. Period; Entity Type; Keyword) searches regarding specific correspondence. The search function is intended to retrieve the records and documents related to that Entity (mainly licensing actions), so as to provide a chronological "story" of the Entity from initiation to conclusion.</p> <p>The project will enhance the customer experience and also deliver on ELP's objective in improving transparency and providing appropriate indicators to allow users to track the progress of licence applications.</p> <p>We have engaged in some initial discussion with EA – mock ups have been developed and are appended below:</p>  <p>20221007 - Licensing in LEAP.pdf</p>	<i>Background</i>	<p>The new LEAP Portal is currently under development.</p> <p>This project is to deliver an improved alternative to the current licensing search pages by integrating licensing search functions within the LEAP online portal and delivering better retrieval capabilities for both licensing and enforcement information.</p> <p>As well as expanding and improving the service offered to external users of the EPA's information resources, the same improvements will be of assistance to EPA staff, Applicants and third parties.</p> <p>ELP are reviewing how to improve transparency, develop appropriate metrics and indicators to track and report on progress of licence applications. LEAP Online has been identified as an appropriate solution to achieve this.</p> <p>By utilising the existing technologies, it is anticipated that LEAP will allow stakeholders to efficiently track the progress of licence applications, thereby enhancing stakeholder engagement and transparency in the licensing process - a key objective in the Work Programme. The new functionality will also deliver staff savings in time and effort for information management regarding FOI/AIE requests and preparations for legal actions.</p>
<i>Short form Description</i>	Integration of Licensing Search Pages with LEAP Online, delivering a unified service (licensing and enforcement) for all stakeholders, making licensing information and timelines more accesible for all.		
<i>Project Scope</i>	Integration of licence search pages into LEAP Online with advanced functionality to browse documentation by CRM	<i>Out of Scope</i>	Development in EDEN;

Enterprise Architecture Project Business Needs Form

2023-001 | LEAP Licensing



	entity and a live application landing page displaying dynamic data with status updates for each individual licence application.		<p>Whilst the <i>publication</i> of documentation for VOC and DAS is within scope, the enhanced tracking functionality for these regimes could require further development in future to allow for LIVE dynamic data feeds to track progress of these applications.</p> <p>There is also a BNF in the ELP backlog for <u>COR Applications</u> on CRM – it is proposed LEAP integration should be considered in this project.</p>
<i>High-Level Deliverables/ Business Requirements</i>	<p>Online functionality for users to</p> <ul style="list-style-type: none"> • Presentation of documentation under relevant CRM entity such as licensing actions, submissions/objections, licence change requests, under the CRM licence application record. • A complete list of documentation should also be available in this entity with filters available under the assigned Sharepoint Categories and Sub-Categories • Application Information and Tracking landing page based on CRM Status' and issued licensing actions 	<i>Critical Dependencies</i>	<p>Must be compliant with GDPR legislation; Subject to successful implementation of OEE Leap Online Subject to consultation with other offices, particularly OEE. Subject to regular updates to the Board.</p>
<i>Known Time Constraints</i>	<u>EDMS Replacement</u> is a key project for the organisation and is currently listed on the EPAs Risk Register. As this project is linked directly to this project (publication of documentaton to epa.ie), these projects may be considered interdependent.	<i>Known Risks or Assumptions</i>	No
<i>Will personal data be collected?</i>	No	<i>Is the data required for the project listed as needing to be compliant with the INSPIRE Directive</i>	No
<i>How long will personal data be retained?</i>	To be finalised – retention periods are currently being reviewed and rules to be implemented as part of LEAP Licensing/EDMS Replacement Projects.		
<i>Does Open Data have to be made available?</i>	LEAP Open APIs will be available to the public	<i>Will GIS be used in this project?</i>	No

3) Business Readiness

<i>Business Areas Involved</i>	OES ELP	<i>When are the resources available and ready to start the project?</i>	Available from Q2 2023
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* Confirmation that each business area is aware of the work, will make the required resource available and when they will be ready to commence the project should it be approved

4) Benefits (add more rows if required)

<i>Benefit Description – specific description of the details of the benefit</i>	<i>Stakeholder(s) impacted by the benefit</i>	<i>Business Owner who will deliver the benefit</i>	<i>Measure(s) – specific detail of how the benefit will be measured</i>
Opportunity to maintain and improve the Agency's reputation in providing easily accessible publication information and transparency within the licensing processes – a request that's been sought by our licensing stakeholders including IBEC, IDA, etc.	EPA	Patrick Doyle	Customer Feedback
User friendly system that's <i>integrated</i> with OEE to allow stakeholders to browse, search and retrieve both licensing and enforcement information in a central interphase.	Public citizen, media, Professionals	Patrick Doyle	Analytics – measure the hits on the webpages/time spent on webpages
Ability to be able to quickly retrieve information relating to particular Entities in CRM arising from general queries, AIE/FOI requests or legal proceedings	EPA	Patrick Doyle	A saving of .5 days per request.

Submission

1. Please do not change the structure of this BNF template.
2. You are advised to liaise with your **ICT Business Partner** when completing this BNF.
3. Please have the completed BNF submitted by your programme's **Business Consultative Forum Representative** to EA at eateam@epa.ie for consideration and copy to the relevant Programme Manager

5) Project Information from or with help from EA team (Please contact your EA business partner to complete this section)

<i>Strategic Action(s)</i>		<i>Regulation Areas</i>	IED, IPC, WASTE, WWDL/COA, DAS, VOC,
<i>Business Capabilities (inc. maturity RAG)</i>		<i>Technology Capabilities (inc. maturity RAG)</i>	
<i>Above the Line or Below the Line</i>	Above	<i>McFarlan Position (Above) or Project Type (Below)</i>	Strategic
<i>Alignment to EA Principles</i>	Services that are relevant, consistent and user friendly Information is accessible and up to date Common view of our customers	<i>EA team member involved</i>	James Woodward
<i>Scale/Cost Estimate</i>	Very Large	<i>Ongoing Cost Information.</i>	TBA

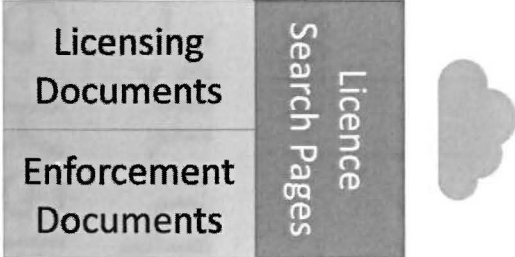
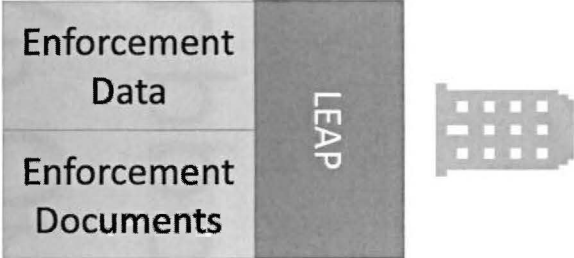
* Please consider whether tendering is required - see <http://epanet/office/OCCS/Finance/pro/sitepages/home.aspx>

LEAP Online Release 1 Support Handover

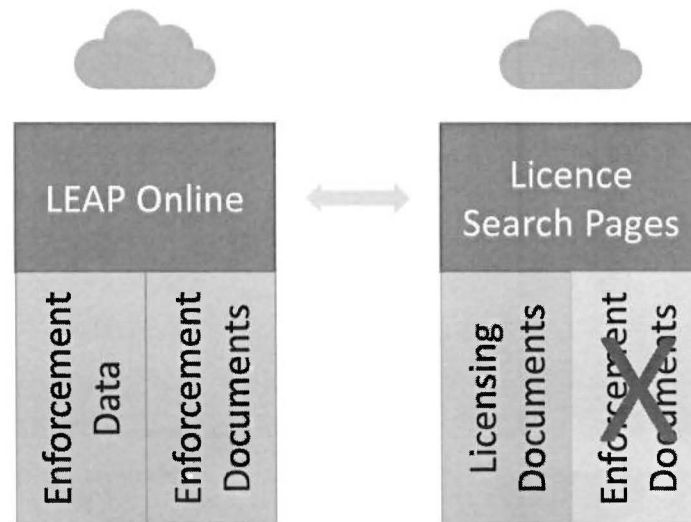
April 2023



Current Situation



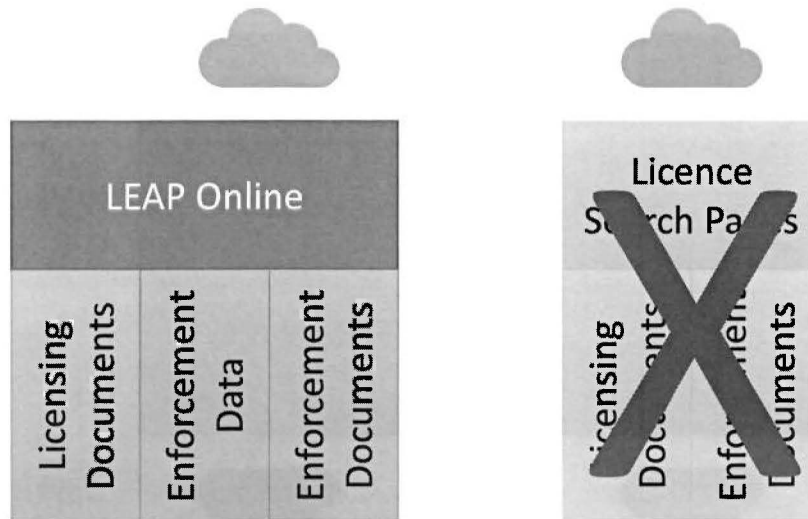
LEAP Online – Enforcement (Releases 1 and 2)



Release 1 – CRM end April, web site live early May

Release 2 – Q3

LEAP Online – Future Phases



Delivery TBA.

BNF submitted for LEAP for licensing, awaiting prioritisation

VOC and Historic Landfills to be replaced by eDMS replacement project

LEAP Releases 1 and 2 Coverage

Licence Types

- COA
- Dumping At Sea
- IEL
- IPC
- IPPC
- Radiological Protection (site visits only – new process)
- Waste
- WWDA

Items

- Licence Profile
- CRM enforcement records (next slide)
- Associated documents (Documentum replacement)

Enforcement Record Types

Release 1

- Licensee returns
 - Licensee return instructions
 - Licensee return RFIs
- Site Visits
 - Finding and recommendations (ORP)
 - EDEN messages



Enforcement section of licence search pages retired

Release 2

- Complaints
- Incidents
 - Incident update requests
- Compliance investigations
 - CI actions / instructions
- EPA initiated correspondence
- 3rd party correspondence
- Meetings



Internal LEAP retired

Record Publishing Rules

- 30 day deferral
 - Site visit – from completed date
 - Licensee return – from received date and not at ‘New’ status
 - Licensee return linked to site visit as a public response will be simultaneously published with site visit, shortening usual deferral for licensee returns
 - EDEN messages linked to finding and recommendation will publish simultaneously with site visit
 - Once published, updates published next day
- 7 year retention – automatically unpublish records over 7 years old at start of each year
 - Open CIs will not be unpublished but linked records over 7 years old will be e.g. incidents.

	Enforcement Records Available											
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
2023			7	6	5	4	3	2	1	0		
2024				7	6	5	4	3	2	1	0	
2025					7	6	5	4	3	2	1	0

- What won't be published at go-live
 - Historic odour and noise licensee returns (GDPR concerns)
 - Historic ORP site visits

CRM Changes

- New fields already added to all LEAP-related entities in previous CRM releases
 - Published to LEAP – can only be changed by members of “OEE Enforcement Data Steward Team” except tasks (see ORP SVs)
 - Not Published (System) – value when record created
 - Publish – value set when identified as a record to publish
 - Do Not Publish – user sets to stop publication
 - Archive (System) – value set by document retention process
 - LEAP Published Date – date the record will be/was published
 - LEAP Documents Published – date documents checked and set to be published

LEAP Publishing

Published to LEAP **Publish**

LEAP published date **20/02/2023**

LEAP Documents Pub --

Publishing Process - CRM

1. LEAP Select

- Runs every evening – time TBC
- Goes through all CRM records with 'Published to LEAP' set to 'Not published (System)'
 - Checks rules if record should be published e.g. not set to 'New'
 - If should be published, sets 'Published to LEAP' to 'Publish' and calculates 'LEAP Published Date' – using deferral rules from previous slide

2. LEAP Extract

- Runs every evening after LEAP Select
- Goes through all records and extracts those with 'LEAP Published Date' set to 'Publish' and 'LEAP Published Date' equal to today or before and extracts them
- Translates certain fields on extract e.g. "Complete" status to "Closed" or "IEL" to "Industrial Emissions Licence"
- Removes addresses for ORP sites (and other licences where they share a site with ORP)
- Removes orphaned child records e.g. where a licensee return is set to 'Publish' but the parent licence record is not
- Deletes and repopulates the LEAP web database
- Checks documents on web export table to generate links to documents for front end

Publishing Process - Documents

- Uses CRM publishing rules

1. Fetch

- Looks for CRM records where:
 - Publish to LEAP = Yes
 - Publish to LEAP date on CRM = today or earlier
 - LEAP Documents Publish Date = NULL

2. CAML

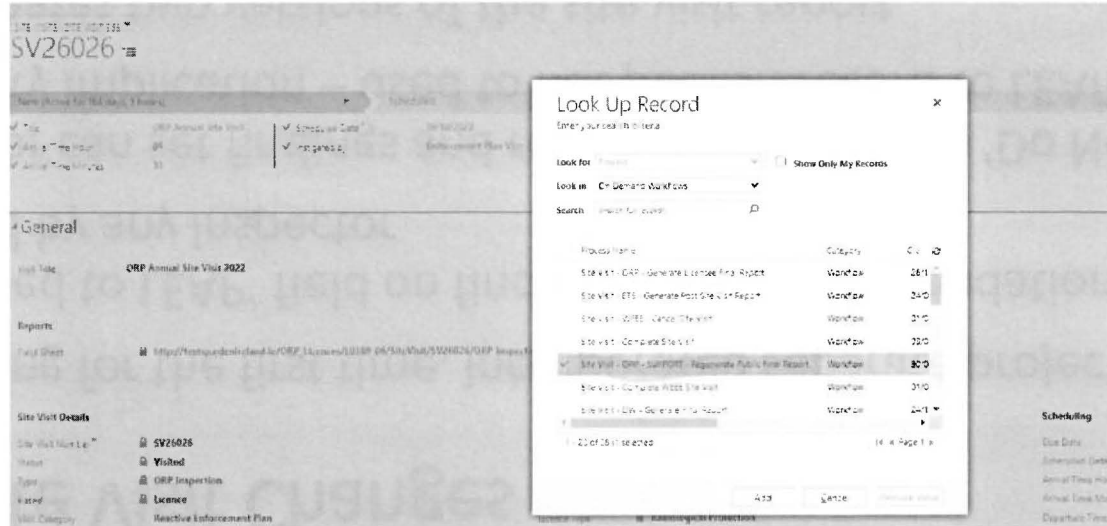
- Checks specific rules for each enforcement record type
- Sets publish date same as CRM record

ORP Site Visit Changes

- Publishing for the first time, incorporated separate project.
 - 'Published to LEAP' field on findings and recommendations records (task) can be updated by any inspector
 - Inspector can set findings and recommendations to 'Do Not Publish') where there is a security implication – used to not publish record to LEAP and not include in report
 - CRM creates two versions of the site visit report
 - Licensee version to be published to EDEN – as per existing process, no changes
 - Public version which removes address lines and does not include findings and recommendations set to 'Do Not Publish'
 - Historic site visits not published – only new ones post go-live
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ORP Site Visit – Service Desk

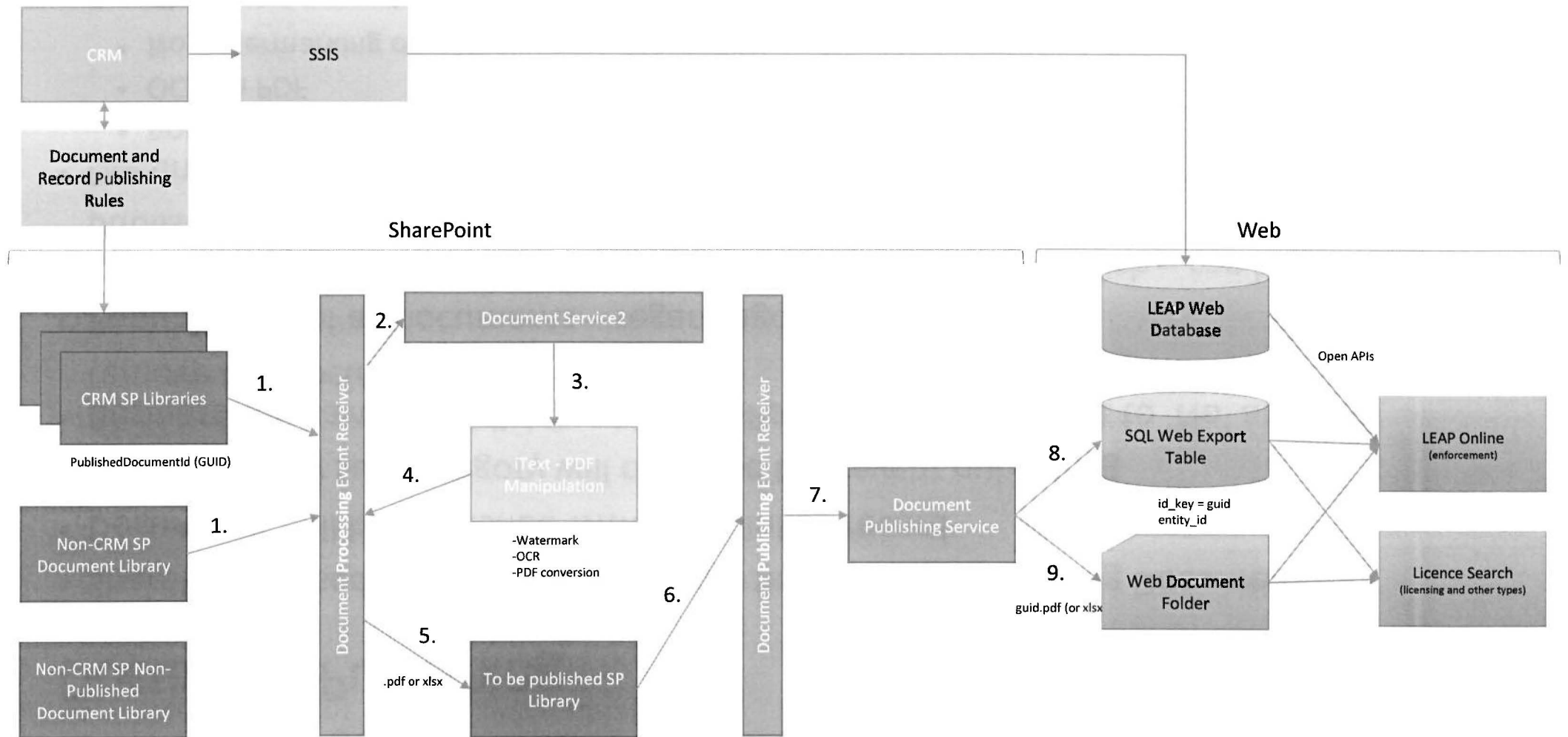
- Republishing public version of site visit report e.g. if finding and recommendation is mistakenly published
 - Business update findings and recommendations to ensure correct publishing
 - Business log service desk call
 - Workflow on ORP site visit form in CRM
 - Site visit - ORP - SUPPORT - Regenerate Public Final Report
 - When new document generated, will need to check in and check out to initiate publication



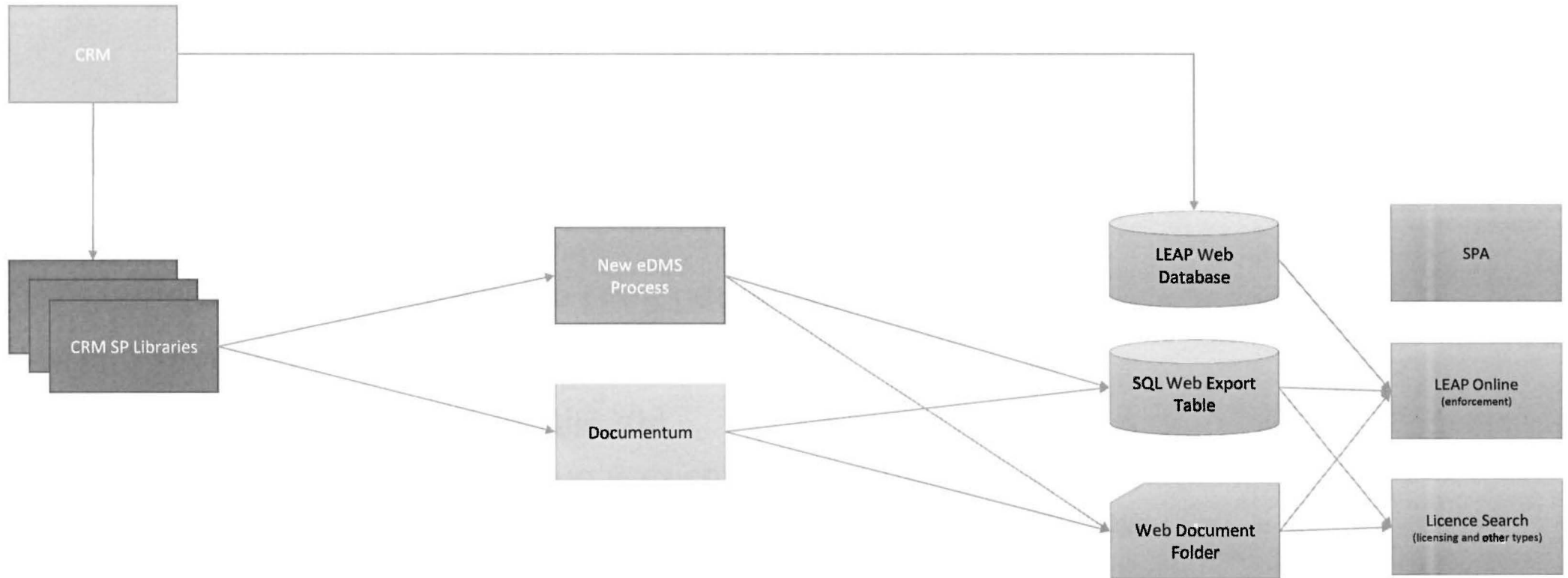
Document Publishing

- SharePoint based document publishing - first phase in replacing Documentum
- Documents will be published with their linked record
- Confidentiality sub-category will continue to prevent publishing
- Business will have a 'Public' flag in SharePoint which can be set to 'No' and will remove the document from LEAP
- Republishing of all documents – regarding objectID
- Once initially published, further docs won't automatically publish – can be set to publish manually
- Document manipulation – iText
 - PDF conversion for Word docs - Excel publish as Excel
 - OCR on PDF
 - No watermarking on enforcement documents
- Emails sent to service desk if failure

Publishing Solution Diagram



Interim Document Publishing

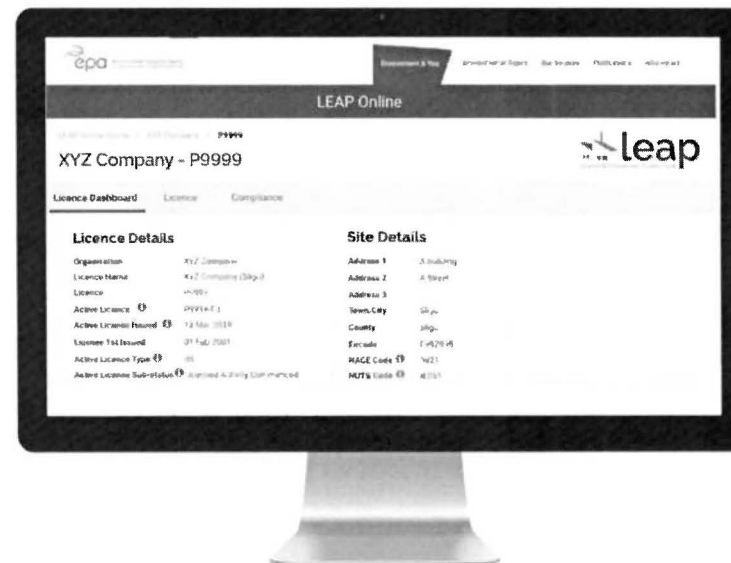


EPA Search Integration

- Main site search for EPA.ie, Funnelback, will present results from LEAP – organisation, licence name and licence profile number
- Indexing data via licence profile API
- Link directly to licence dashboard in LEAP
- Funnelback used as search on LEAP home page

Web Framework

- Used a pre-built theme to deliver LEAP – Bootstrap and React
- Provided basic design and functionality
- Responsiveness out of the box



Go Live

- Republish all documents for licensee returns and site visits
 - Some currently published documents may be not be republished as per new publishing rules
- Redirect enforcement documents link from licence search pages to LEAP dashboard
- Business to publish pages on epa.ie – links to LEAP,
- Web team to start new epa.ie search functionality
- Publish open APIs on data.epa.ie