



LOGIN

Forgot username or password?

[Request an Account](#)

LOGIN

Video Help

View short video tips on how to use myDEQ.



WHY myDEQ

See how myDEQ is helping to make a difference in Arizona



Moving Forward myDEQ Phase 2

ITAC Presentation
May 27, 2014

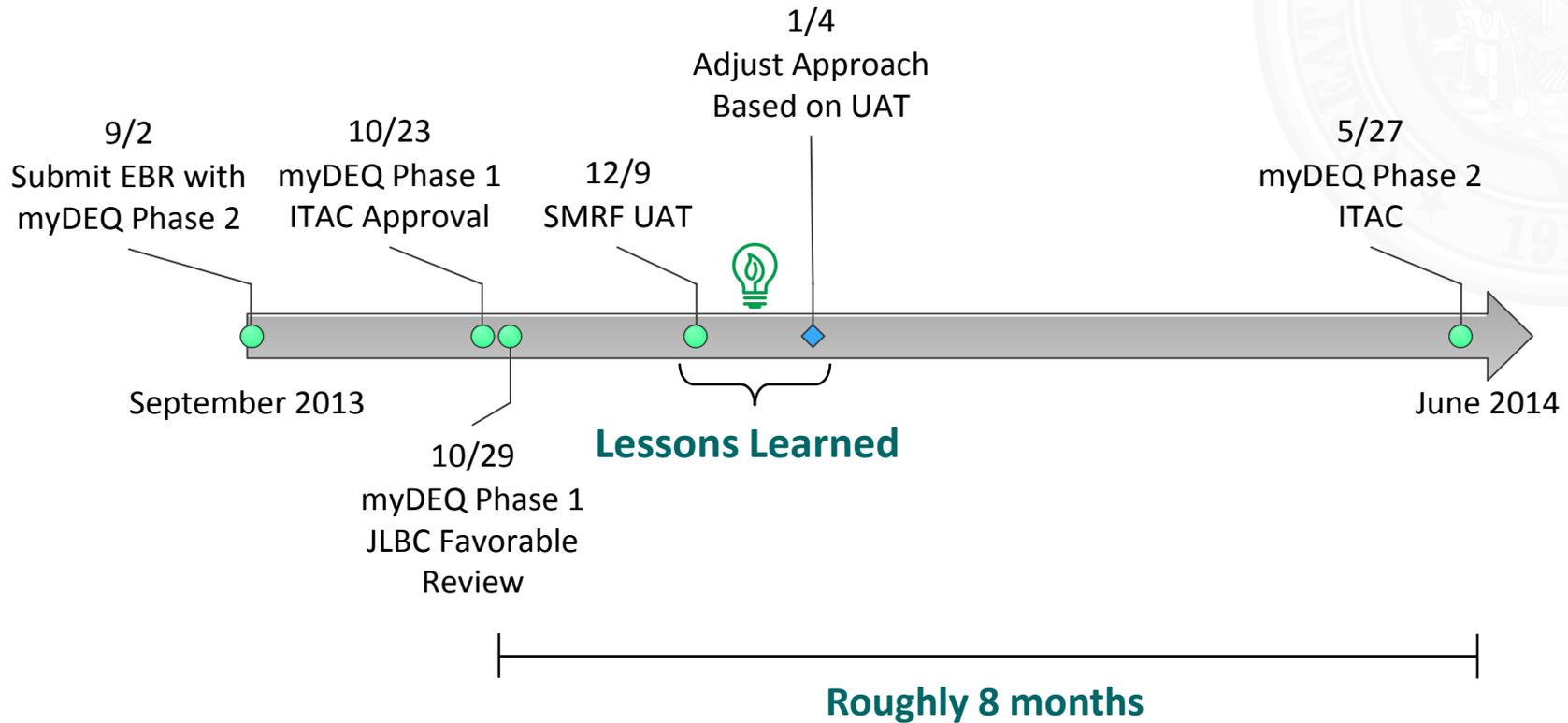




“Paper transactions and payments between businesses and ADEQ are inefficient, wasteful and burdensome...”

– Glenn Hamer, Arizona Chamber of Commerce

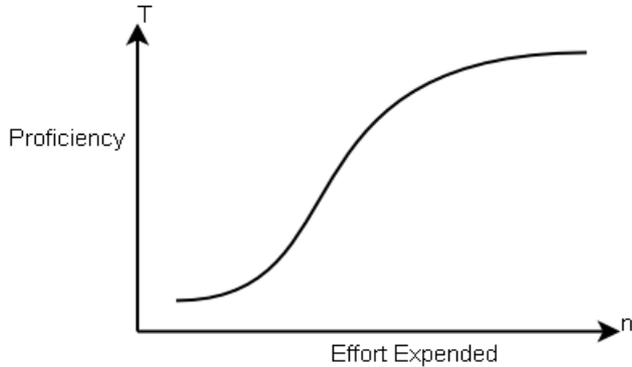
Timeline



Phase 1 Lessons Learned



A learning curve



myDEQ Portal Then

More Business Processes, but

- Less Functionality
- No Error Mitigation

VS

myDEQ Portal Now

Strategic Direction Change Based on External Customer Feedback, which led to

- Fewer Business Processes with Deeper Functionality, plus
- Guided Tour with Error Mitigation
- End Result → **More Customer Value**

VS

Phase 1 Lessons Learned (cont'd)

Then

Your last login was: Mon Oct 21 16:09:57 MST 2013
IMPORANT ALERT! myDEQ will be shut down for maintenance on Saturday, November 23.

myDEQ Arizona Department of Environmental Quality

USER JOHN DOE ACCOUNT HELP CONTACT LOG OUT

My Home Permit Search Permit #28759 SMRF List

Facility: SILVER BELL MINING LLC SILVER BELL COPPER LEACHING (SK-EW)
 Address/Location: 25000 W AVRA VALLEY RD SILVERBELL, AZ 85653
 Monitoring Point: SILVER BELL MINING LLC (SK-EW) - ALERT LEVEL MW-11
 Permit Number: 28759 Reporting Period: 10/01/2013 - 12/31/2013
 Sampling Frequency: Quarterly Monitoring Reporting Frequency: Quarterly

Collapse All Requirements Expand All Requirements

Sample Date	Analysis Date	Analysis Method	Qualifier	Result	NGDI Reason	Comments
STORET#-00940	CHLORIDE 1			AL: 1645 DL: N/A AQL: N/A MIN: N/A MAX: N/A UNITS: MG/L		
STORET#-72019	DEPTH TO WATER			AL: N/A DL: N/A AQL: N/A MIN: N/A MAX: N/A UNITS: FT		
STORET#-01010	DISSOLVED BERYLLIUM			AL: 0.0032DL: N/A AQL: N/A MIN: N/A MAX: N/A UNITS: MG/L		
STORET#-01025	DISSOLVED CADMIUM			AL: 0.004 DL: N/A AQL: N/A MIN: N/A MAX: N/A UNITS: MG/L		
STORET#-01040	DISSOLVED COPPER			AL: N/A DL: N/A AQL: N/A MIN: N/A MAX: N/A UNITS: MG/L		
STORET#-00925	DISSOLVED MAGNESIUM 2			AL: 375 DL: N/A AQL: N/A MIN: N/A MAX: N/A UNITS: MG/L		
STORET#-01065	DISSOLVED NICKEL			AL: 0.08 DL: N/A AQL: N/A MIN: N/A MAX: N/A UNITS: MG/L		
STORET#-01145	DISSOLVED SELENIUM (AS SE)			AL: 0.104 DL: N/A AQL: N/A MIN: N/A MAX: N/A UNITS: MG/L		

Now

myDEQ Arizona Department of Environmental Quality

TOBIAS FUNKE MANAGE myUSER SETTINGS MANAGE myACCOUNT MANAGE myPLACES LOG OUT

My Home Upload SMRF

Glendale Waste Water Treatment Plant LTF ID: 12345

UPLOAD SMRF

PROGRESS

Do you have a completed myDEQ Data Entry Spreadsheet? [View a Sample Data Entry Spreadsheet](#)
 In order to upload a SMRF you need a completed myDEQ Data Entry Spreadsheet. A new myDEQ Data Entry Spreadsheet is req. for each reporting period.

myDEQ Arizona Department of Environmental Quality

TOBIAS FUNKE MANAGE myUSER SETTINGS MANAGE myACCOUNT MANAGE myPLACES LOG OUT

My Home Upload SMRF

Glendale Waste Water Treatment Plant LTF ID: 12345

UPLOAD SMRF

PROGRESS

Select a reporting period
 For what period would you like to create a Data Entry Form?

myDEQ Arizona Department of Environmental Quality

TOBIAS FUNKE MANAGE myUSER SETTINGS MANAGE myACCOUNT MANAGE myPLACES LOG OUT

My Home Upload SMRF

Glendale Waste Water Treatment Plant LTF ID: 12345

UPLOAD SMRF

PROGRESS

Do you have any data to report for the reporting period Oct. 1, 2013 - Dec. 31, 2013 for the whole facility or only select monitoring points?

- Yes, I have data for the whole facility.
- No, I have no data for only selected monitoring points.

BACK CONTINUE

User Experience

Process	On-line Forms		Guided Tour with Error Mitigation	
	No. of Screens	User Stories	No. of Screens	User Stories
SMRF	5	12	36	43

Phase 1 Successes

Business processes – Phase 1 Releases 1 & 2 (by June 27, 2014)

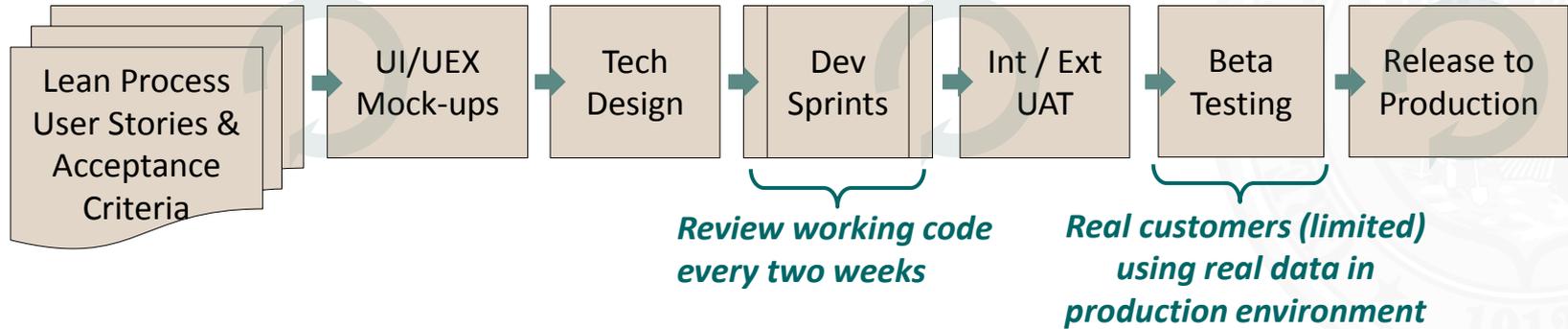
Payments – QuickPay
Customer – Create Account Express
Customer – Create Account Standard
Customer – Validate Account
Customer – Receive CROMERR Certification
Customer – Create User Roles
Customer – Manage Mailing Preferences
Customer – Login / Logout
Customer – Change / Reset Password
Landing Page – Site Navigation
Landing Page – View My Stuff
SMRF – Upload SMRF
SMRF – Receive Validation Reports

- Setup the infrastructure for multiple environments (**135 virtual machines**)
 - Development Environment
 - QA Environment
 - Integration Environment
 - UAT Environment (clustered)
 - Beta Environment (clustered)
 - Production Environment (clustered)
 - Tested and integrated the above environments with WSO2
- Trained staff to be effective Product Owners
- Streamlined the process of collecting requirements and developing mock-ups
- Conducted an Independent Third-party Review and prepared an action plan

*It is noteworthy that the above work will have been **completed in about 8 months** (November 2013 through June 2014).*

Phase 2 Approach

AGILE



RESOURCES

ADEQ	ASET	Contractors	3 rd Party Review
Product Owners, Network Engineers, Support Team	Oversight WSO2 Support	Digital Government Contractor Knowledge Services Contractors	Life Cycle Delivery

SCOPE & SCHEDULE

Major Milestones	Business Processes	Process Count	Start	Finish
myDEQ Release 3	Customer – Manage Account; View Bills; Pay Bills; View Transaction History	4	7/1/2014	9/19/14
myDEQ Release 4	RCRA – Get New EPA ID; Edit EPA ID; De-activate EPA ID; View Detail EPA ID; Landing page – View SMRF Alerts	5	9/20/2014	11/28/2014
myDEQ Release 5	Crushing and Screening (C&S) – Get ATO & FOG; Terminate ATO; Submit Compliance Certifications; Automate Emissions Calculations	4	11/29/2014	2/13/2015
myDEQ Release 6	Hot Mix Asphalt – Get ATO & FOG; Terminate ATO; Submit Compliance Certifications; Automate Emissions Calculations	4	2/14/2015	5/1/2015
myDEQ Release 7	Concrete Batch Plant – Get ATO & FOG; Terminate ATO; Submit Compliance Certifications; Automate Emissions Calculations; Landing Page – View My Notices	5	5/2/2015	6/30/2015

Phase 2 Benefits

Business Processes	Est. Annual Count	Elapsed Time (Days)		Touch Time (Hours)		Savings* (FTE)
		Current	Future	Current	Future	
Payments – View & Pay Bills, View Invoice Transaction History	4,000	84	35	2	0.1	5.7
Crushing and Screening (C&S) – Get ATO & FOG, Terminate ATO, Automate Emissions Calculations	26 to 50	89	1	7	0.1	0.2
Crushing and Screening (C&S) – Submit Compliance Certification	251 to 500	34	2	2.5	0.1	0.7
RCRA – New EPA ID, Edit EPA ID, Deactivate EPA ID, View Detail EPA ID	100 to 250	82	1	5	0.25	0.6
Self-Monitoring Report Form (SMRF) – Upload SMRF, Search and View Data, Receive Validation Report	2,400 reports with a total of 1,000,000 Data Points	67	14	2	0.25	3.1
Hot Mix Asphalt – Get ATO & FOG, Terminate ATO, Automate Emissions Calculations	26 to 50	89	1	7	0.1	0.2
Hot Mix Asphalt, Submit Compliance Certification	251 to 500	34	2	2.5	0.1	0.7
TOTAL						11.20

*This column shows that the increased efficiency will result in fewer FTE used for the same output. In just these business processes, ADEQ will free up more than 11 FTEs to perform other value-added work. Calculation assumes 1,344 hours (~75% burden) equals one FTE.

LOW due to:

- Customer involvement early and often
- Working software every 2 weeks
- Rigorous planning and execution every 2 weeks
- Applying lessons learned
- Two existing contracts
- ASET involvement beginning to end
- Third party review – lead reviewer is a former CIO with multi-state experience in large, Agile projects.





- 22 priority business processes
- Total development cost equals \$ 7.1 million
- Projected completion date is 6/30/2015

My Companies: Company XYZ

My Facilities: Facility ABC

State of Arizona
Facility ABC

Lat: 33.448729 | Long: -112.087487
1110 West Washington Street, Phoenix, AZ 85007

MY TASKS:

- 103634/3319 SMRF Due in 5 days
- 10113 Renew permit by 7/15/2013
- 10113 Renew permit by 7/15/2013

SHOW ALL

PERMITS:

Permit ID	PROGRAM	PERMIT TYPE	ISSUE DATE	STATUS	ACTIONS	DETAILS
23562	Water	APP, Individual	12/06/12	Issued	Select an Action	>
56245	Water	EPA Waste identification	01/02/96	Issued	Select an Action	>
29935	Air	Crushing and Screening, ...	06/25/13	Issued	Select an Action	>
41865	Water	Dry Well Registration.	01/25/13	Issued	Select an Action	>

SMRF UPLOAD

Click on the button below to upload your completed SMRF file or files.

UPLOAD SMRF >

DEQNews

ADEQ to Sponsor Water Quality Testing

“The completion of this project, with its cost savings, convenience, and compliance assistance, will be a boon to business regulated by ADEQ and help attract new business to Arizona.”

— Governor Jan Brewer,
Building on the Four Corners of Reform, January 2013