



## DEPARTMENT OF ENVIRONMENTAL PROTECTION, WEST VIRGINIA STREAMLINES GATEKEEPING PROCESS FOR NEW APPLICATIONS

### ABOUT

The West Virginia Department of Environmental Protection is a government agency of the U.S. state of West Virginia.

As the primary regulatory body, the DEP plays a crucial role in ensuring compliance with environmental laws and regulations.

**9500**

Processing hours saved annually

**5**

FTE savings over 1 year period

**90 days**

of backlog eliminated

**100%**

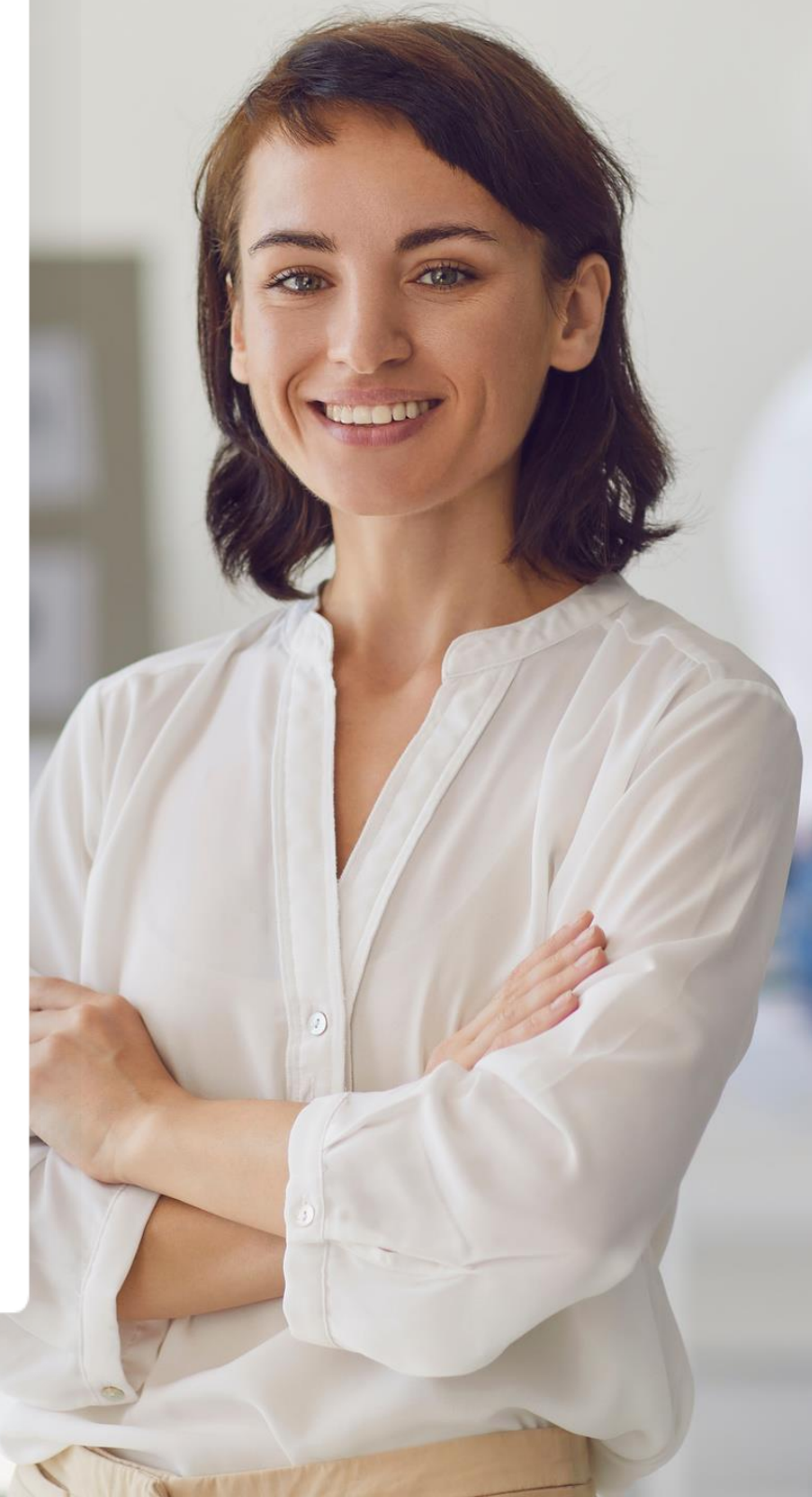
elimination of manual data entry errors

# CHALLENGE

The DEP's administrative team is inundated with a high volume of permit applications each month. This influx of applications creates a burdensome gatekeeping process, requiring the team to meticulously validate the completeness and accuracy of each application. As a result, processing these applications becomes time-consuming, leading to significant delays and mounting frustration among applicants, vendors, and citizens alike. The team responsible for this process is constantly pressed for time, leading to increased stress levels and burnout.

# PAIN POINTS

- **Large Volume of Applications:** The DEP receives thousands of permit applications each month, making it challenging to process and validate each one efficiently and accurately.
- **Time-Consuming Gatekeeping Process:** The need to carefully review and validate the completeness and accuracy of each application contributes to delays in processing, exacerbating the backlog of pending applications.
- **Delays in Processing:** The backlog of applications and the time-consuming gatekeeping process result in delays, causing frustration and dissatisfaction among applicants who are eager to receive their permits promptly.
- **Burnout and Stress:** The administrative team responsible for handling the permit application process is constantly under pressure to meet deadlines, resulting in high levels of stress and burnout among team members.



# JOURNEY

The Department of Environmental Protection (DEP) in West Virginia recognized the need for automation to streamline their permit application process and partnered with Supervity to develop AI Agent for the gatekeeping process. The solution aimed to expedite application processing, improve accuracy, and enhance communication with applicants. The key components of the automated solution are as follows:

- Triggering automation every 15 minutes to log into portal and extract new applications.
- Validate signature and extract relevant data fields from the application
- Notify the applicant in case of errors; else assign the permit number in application system and save data to the database
- Send the email notification to applicant with the permit number and other details



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Robotic Process Automation at WV dep is gaining headway. After many hurdles we are in production.

We still see issues to address as we ask the robot to do is large and varied. I am proud of the folks at dep and our contractors and how they all work together. This RPA project is a pilot project for WV state government.

I believe RPA will help the state of WV be able to reduce rote work and free people to work on higher value work increasing job satisfaction and customer service.

- Neil Chakrabarty  
Chief Information Officer, WVDEP

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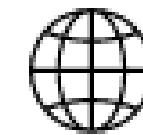


**WE DID THIS FOR THEM.  
WE CAN DO IT FOR YOU**

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