

Iowa Department of Transportation

# Electronic Records Management System

Using e.POWER® software for business process management and automation

The Iowa Department of Transportation (DOT) maintains 9,404 miles of roadway, including 510 miles of ramps, as well as 4,053 bridges.\* In response to an increasing number of infrastructure projects, the DOT determined a need to better manage project-related Computer Aided Design and Drafting (CADD) files. In addition, the DOT needed a solution that could manage documents produced in a variety of formats by multiple business units, initially within the Highway Division. Some of the specific challenges for the DOT involved:

- Manual storage and retrieval of 1.2M CADD records representing 6M+ pages of information;
- 45,000 square feet of space required to store those records;
- Decreased personnel productivity due to the time-consuming task of paper handling; and
- Inefficient process for storing, routing, and approving documents.

The Iowa DOT selected Northrop Grumman to provide an Electronic Records Management System (ERMS), which was built on Northrop Grumman's e.POWER software, incorporating process management and automation. To date, the Iowa DOT has realized a **430% return on investment** from this original ERMS.

## Building on Success

Coming off the success of the Highway Division's ERMS, the Iowa DOT and Northrop Grumman explored ways to leverage the solution in other areas of the DOT. The ERMS has since grown to include solutions in the following business areas:

- Human Resources (HR)
- Web Portals for Historical Photos and Street Finance Reports
- Bridge Maintenance with Geographic Information System (GIS) Integration



### Iowa Fact

*There are more public road miles in Iowa than interstate miles in the entire 50 states.\**

## Challenge

The Iowa DOT needed an efficient, cost-effective process for managing 1.2M project-related records.

## Solution

Northrop Grumman provided the Iowa DOT with the e.POWER Electronic Records Management System.

## Benefits

430% Return on Investment from cost savings associated with:

- ELECTRONIC RECORDS MANAGEMENT VS. MANUAL PAPER PROCESS
- A SINGLE HARDWARE-BASED REPOSITORY VS. 45,000 SQUARE FEET OF PHYSICAL STORAGE
- 25% LESS TIME SPENT WORKING WITH DOCUMENTS, LEADING TO INCREASED PERSONNEL PRODUCTIVITY

\* Source: Iowa DOT website; 2008 figures.

## The MVD Solution

In response to the need for a system to replace the existing motor vehicle records repository and document input application, and convert more than 39 million images from proprietary formats to TIFF and PDF, the Iowa DOT decided to expand the Northrop Grumman ERMS solution to the Motor Vehicle Division.

The MVD system is currently in the final stages of development and testing and is scheduled for live production in September 2009. It will offer the MVD these benefits:

### Secure and Easy Access Via the Web

- More than 39 million records
- Data encryption
  - Decreased chance of lost/misplaced documents
- Open server/browser based solution; no proprietary workstation software
- TraCS interface - Public Safety through Interstate Information Sharing
  - Accident Reports stored as PDFs
  - Real-time access intra/inter state

### Increased Resource Productivity and Accuracy

- Timely Reporting, Review and Approval
- Higher Accountability - Real-time PDF formatted paperless reports
- Workload balancing to maximize resource utilization and better serve customers
- Data sharing through integration with legacy systems

## Higher Customer Satisfaction

- Increased responsiveness to customer needs/issues
- Accurate and quick turnaround through business process management
- Capability to meet Real ID Act document scan/store standards at remote stations

## Reduced Storage Costs

- Eliminate need for physical storage
- Accurate, cost effective, experienced electronic conversion expertise
  - More than 39 million records converted (data and images) with 99.9% accuracy
  - Open and proprietary (MODCA and PTOCA) formats to TIFF and PDF

The Iowa DOT is confident that the MVD ERMS will allow them greater efficiencies, cost savings, and higher customer satisfaction levels, as it has and continues to do for other DOT business areas.

## Find out More

For more information on the Iowa DOT story or Northrop Grumman's e.POWER for Motor Vehicle Professionals solution, please contact Keith Tom at [Keith.Tom@ngc.com](mailto:Keith.Tom@ngc.com) or call 703-272-5438.

***NORTHROP GRUMMAN***

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