

ERIS - The Maltese Environmental Management Information System for Permitting

Virtual capacity-building event -Information systems used by environmental permitting and inspection authorities Why having a Management Information System (MIS)?

- Time efficiency
- Effective consultation
- Transparency
- Better management of caseload
- Consistency in approach and minuting
- Better auditing

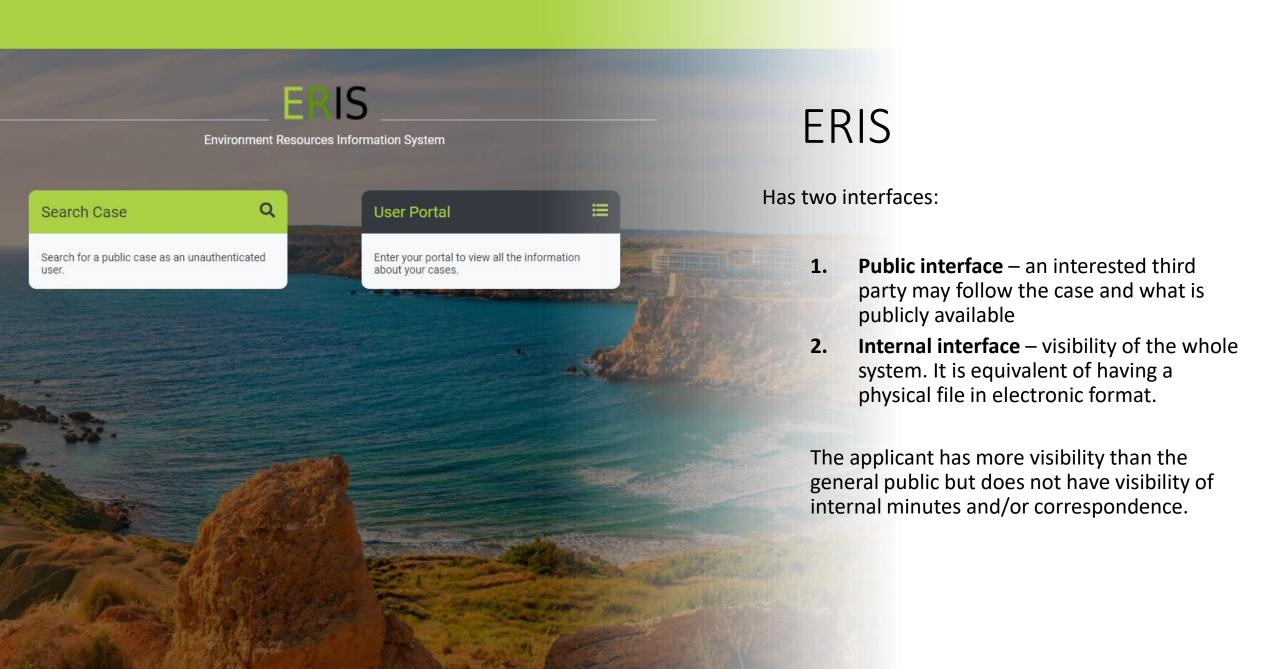


Advantages of MIS

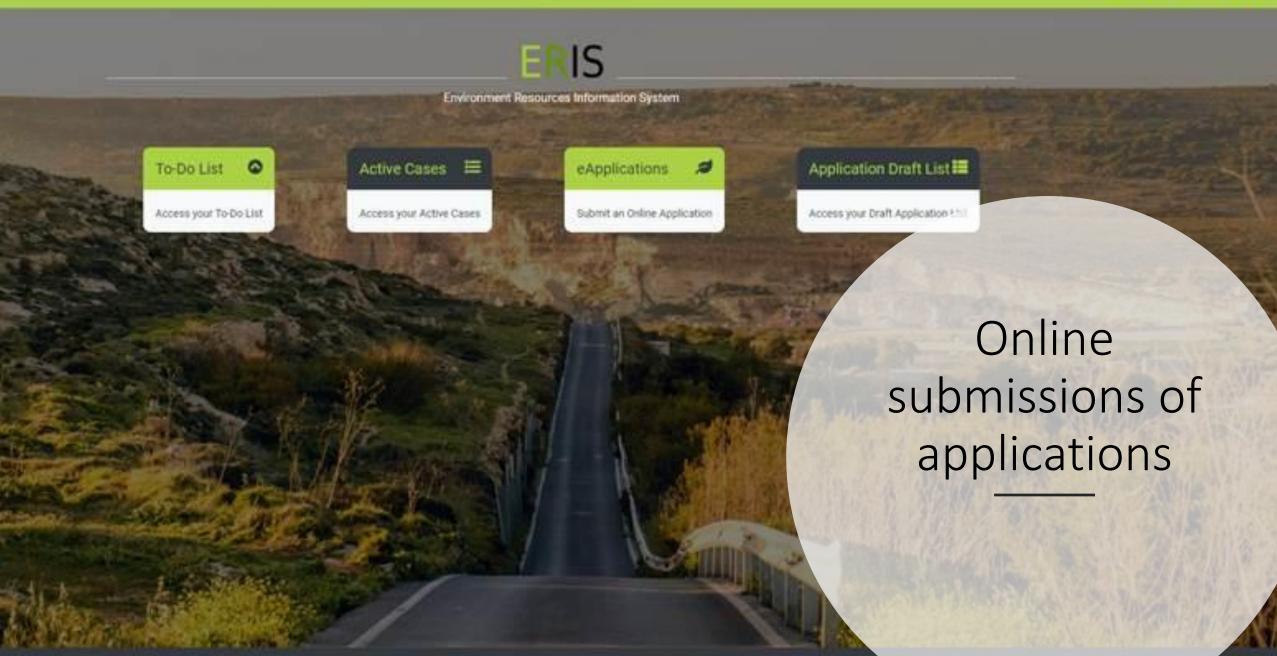
- Better efficiency in application processing
- More visibility to applicant
- Better compliance and enforcement a C&E Module is being designed

https://eris.eraportal.org.mt/





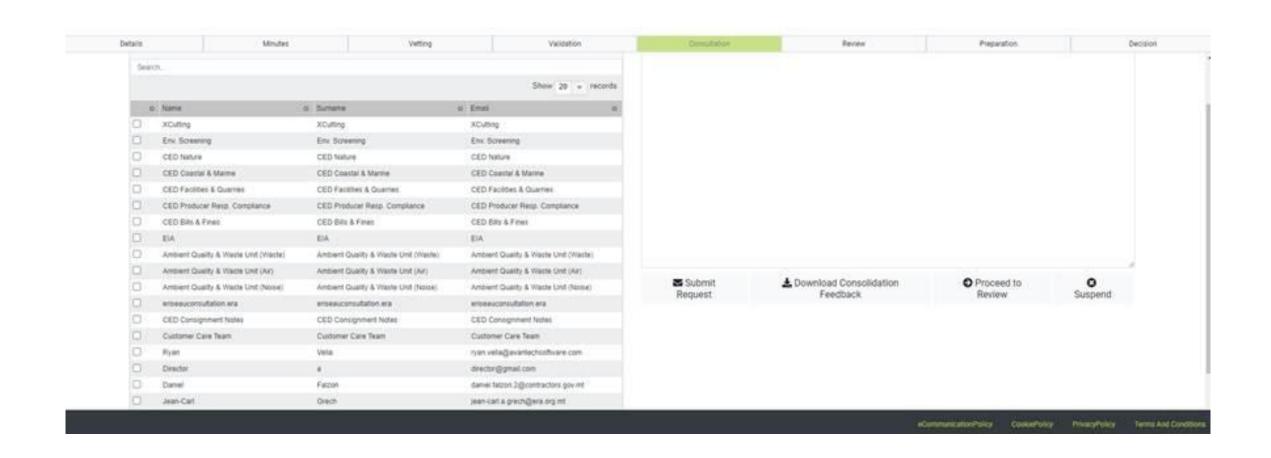




Recorded communication between the applicant and the Authority

Details	Minutes Vetting	Varidatio	n Co	neutation	Review	Preparation	Decision
	Kindly provide comments by 31st May 2021. Should no comments be received wishall abound there are no issues and no objection for this renewal.						
	Case Status updated to Consultation	Action	Darren Blance	To: Damen Blance	29/05/2021 00:41		
	Fighrence is being made to your application form dated 26/05/2021 for an Environmental Pennit. The Environment and Resources Authority (ERA) is hereb acknowledging receipt of the application, which has been vetted and validated. This acknowledgement is being issued saving any third party rights and without presudue to any decisions by the Authority. This acknowledgment does not every the applicant and/or operator from obtaining any other authorizations, registration or permits which may be necessary from the ERA or any other competent authorities. The Authority will now be reviewing the application and getting back to you with any further information which may be required. This correspondence shall not be construed as a permit.		Diamen Stanco	To Renald Farruga	29/05/2021 00:41		
	Mark Offsell has been assigned as Serior Officer for case	Action	Jonathan Henricod	To: Mark Offelt	27/05/2021 20:13		
	Status updated to Validation. Case being referred to case officer for validation	Action	Jonathan Henwood	To: Renald Famigia	27/05/2021 20:13		
	This Case has been assigned to you	Action	Jonathan Herwood	To: Carren Biance	27/05/2021 20:13		
	Vetting Complete. Please Assign Case Officer	Action	Darren Bianco	To: Jonathan Henvisod.	26/95/2021 12:28		
	This case has been assigned to Darran Bianco for vetting	Action	Yvette Snith Rossignaud	To: Damen Biance	26/05/2021 11:58		
	Please alongs Vetter	Action	Renald Famugia	To: Yvede Sinth Rossgraud	26/05/2021 09 41		
	Application has been created.	Action			26/05/2021 09:41	download (9 door)	
22 records							e man 🛐 for

Consultations done through same system



Querying active cases

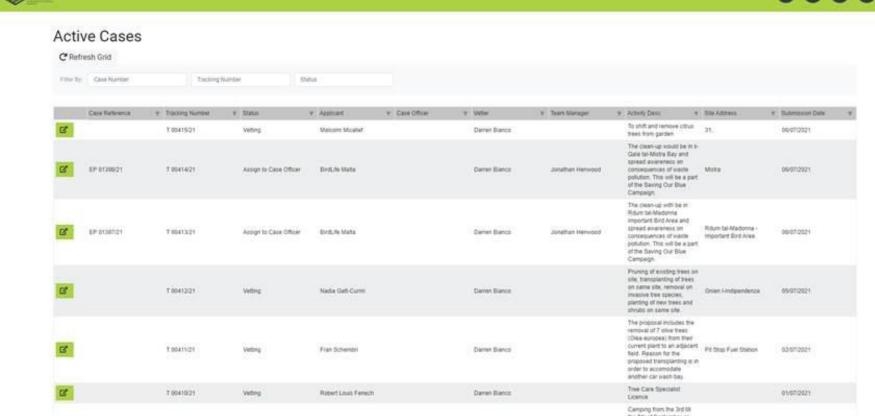




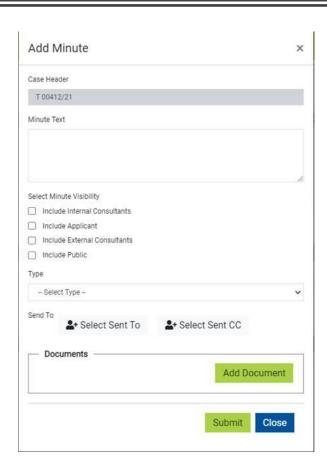


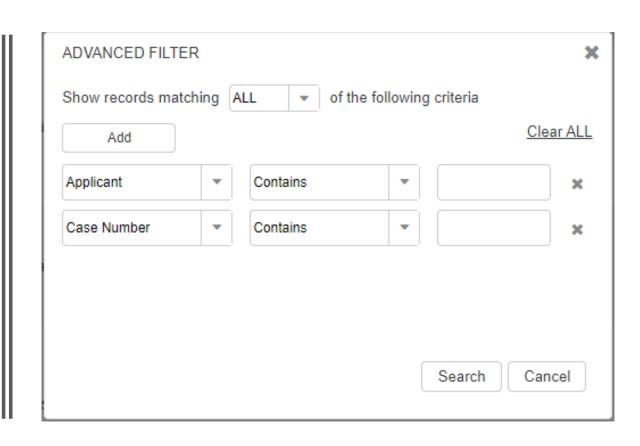






Filtering and minuting





Why?

- Increasing amount of applications received, handled by more officers requiring a more uniform approach.
- Based on ERA's SOPs as a result of existing and upcoming regulatory instruments
- Minimised human error and caters for redundancies/transfers
- Flexible step-by-step system.
- Alternative to an email and spreadsheet-based system
- Correspondence and submissions can be recorded easily spares time for actual processing by officers

Roles

- Different roles depending on seniority, as follows:
- Case Officer and upward: Process the application in the normal manner
- Team Manager and upward: Can opt to change the status of the case without going through the procedure. Managers can also assign or change case officers and senior officers
- Unit Manager and upwards: Can opt to change the team manager assigned to case

Support

- The developer provides constant support both in relation to bugs/errors as well as improvements.
- Improvements are constantly being added to the system and currently the below upgrades are being considered:
 - Making the application form updatable at particular stages in order to have a consolidated form.
 - Adding timers to remind both the Case officer and the applicant
 - Automation of notifications
 - Adding processes for renewal and variations of applications

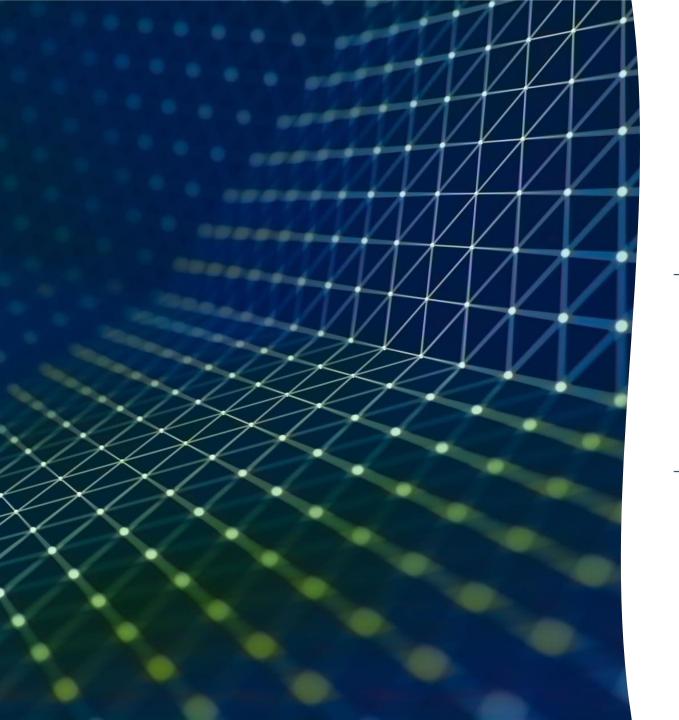
Expandability

- plans to expand the system to include all operations of the authority including Compliance and Enforcement and Customer Care
- Possibility to add more permitting streams, forms etc.



Project execution

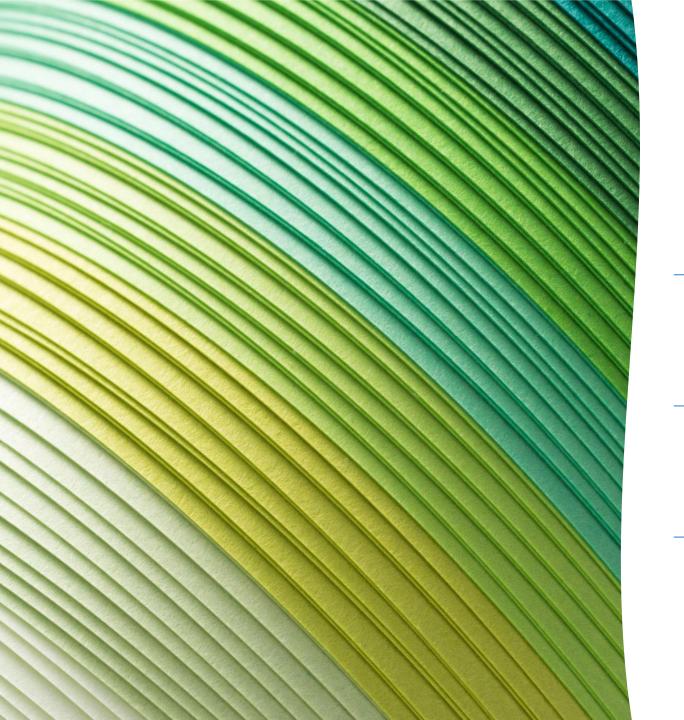
- Developed by a contractor
- The Authority's in house ICT Unit was the leading unit on the project communicating with both the contractor and the Permitting Unit to ensure that the system was being built in accordance with the Permitting Unit's requirements
- ICT Unit trained to undertake any required changes that the Authority may require by time



Design Costs

The development of the system required a major financial investment by the Authority

Man hours were needed both for meetings and even for providing valuable information to the developer (e.g. process flows, flowcharts, feedback on functional requirements).



Running Costs

1/3 F.T.E. of Permitting officer required for maintenance and ongoing development

Project split into different modules whereby developer was paid for completed module

Improvements are done at a cost (as opposed to bugs/errors)

Duration

- Approx. 1.5 years
- Later on, a permitting officer was involved to provide feedback from an enduser's perspective.
- Meeting with potential applicants for any feedback

Thank You

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